



Subhash Singh

Business Analyst

PROFILE SUMMARY

Dedicated and adaptable professional with a strong commitment to delivering exceptional customer service. Proven track record of efficiently adhering to policies and SOPs, while demonstrating strong problem-solving and communication abilities. Possesses keen observation skills and an analytical mindset to quickly prioritize work and provide timely solutions. Known for maintaining composure in escalated situations and ensuring satisfaction through creative problem-solving. Flexible and available to work as per business requirements, including Indian holidays. Seeking a challenging role in a reputed organization to utilize and further enhance these skills for mutual success.

EDUCATION

2015	B.A Tilka Manjhi Bhagalpur University, Bhagalpur
2010	XIIth English
2007	Xth English

WORK EXPERIENCE

Apr 2024 - Present	Business Analyst Genpact <ul style="list-style-type: none">- Identified suspicious activity related to money laundering through transaction analysis.- Monitored cryptocurrency transactions for Financial Technologies.- Prepared detailed narratives for flagged transactions, ensuring compliance with TAT and SOP requirements.- Managed urgent alerts based on priority needs.
Jan 2023 - Nov 2023	Process Executive

PERSONAL INFORMATION

- Email
subhashsinghnew@yahoo.in
- Mobile
(+91) 9821429508
- Total work experience
2 Years 3 Months

KEY SKILLS

- Financial Services
- Fintech
- International Banking
- Aml
- Due Diligence
- Transaction Monitoring
- Enhanced Due Diligence
- Anti Money Laundering
- Edd
- Operations
- UK Shift

OTHER PERSONAL DETAILS

- City
New Delhi
- Country
INDIA

HOBBIES

LANGUAGES

- English
- Hindi

Quinte Financial Technologies

- Enforced strict adherence to quality standards by conducting KYC, leading to a 15% reduction in error rates.
- Managed requests for International and domestic wire transfers promptly, consistently meeting productivity goals.
- Investigated and resolved basic transaction issues and escalated complex concerns, ensuring swift resolution.
- Collaborated with peers to analyze ongoing process performance, driving changes informed by historical data.
- Cultivated a culture of continuous improvement by promoting open communication, facilitating feedback, and implementing employee-driven enhancements.

Sep 2022 - Jan 2023

Customer Service Advisor

Concentrix

Worked in Amazon process. Taking calls of customers of United Kingdom and Germany