

Geetanjali Jain

Email: geet24101993@gmail.com || Gurgaon

Phone: +91 8826049940

Seeking a Challenging role that leverages my skills and experience

Profile

- ★ **11+ years** of experience and **4+** years of association with Banking and Finance industry, primarily into Disputes & Chargeback Operations for the Banking domain.
- ★ Rich experience of **Merchant Fraud & Chargebacks**.
- ★ Understanding of **AML KYC, Transaction Monitoring**

Work Experience

Organisation	<i>Genpact India Pvt Ltd, Gurgaon</i>
Designation	Domain Expert Trainee [Reporting Line – Assistant Manager]
Duration	Dec 2020 - Present (~4.2 years)
Key Responsibility	<ul style="list-style-type: none">• Domain Expert Trainee: Leading a team of total 19 FTEs for leading Australian Bank• Responsibilities included – Knowledge management, workflow management, client management, people management, and executing value adding projects in business and in the organization.
<p>Leading Investigations: Overseeing and managing investigations from start to finish, ensuring they are conducted thoroughly and in accordance with legal and regulatory requirements.</p>	
<p>Team Management: Mentoring a team of investigators, providing guidance, support, and training to ensure they perform at their best.</p>	
<p>Strategy Development: Developing and implementing strategies to ensure best workflow management</p>	
<p>Stakeholder Management: Communicating with internal and external stakeholders to provide updates related to business</p>	
<p>Data Analysis: Analysing data to identify patterns and trends indicative of any non-compliant activity within the team</p>	
<p>Compliance: Ensuring compliance company policies related to investigation.</p>	
<p>Continuous Improvement: Continuously looking for improvement opportunities based on industry best practices and emerging fraud trends.</p>	
Organisation	<i>India Bulls Housing Finance Ltd, Gurgaon</i>
Designation	Contact Center Executive [Reporting Line – Team Lead]
Duration	Aug 2018 - June 2020 (~2 years)
Key Responsibility	<ul style="list-style-type: none">□ Checking eligibility of the customer applying for home loans□ Handling customer calls regarding loan queries□ Updating details of the customer into systems and processing loan□ Preparing monthly reports□ Providing loan details to customers like eligibility, documents required, and other details requested by customers
Organisation	<i>Johnson Lifts Pvt Ltd, Gurgaon</i>
Last Designation	Sales Coordinator [Reporting Line – Sales Manager]
Duration	Mar 2018 - Aug 2018 (~5 Months)
	<ul style="list-style-type: none">• Receiving quotations from the Sales team and update the same into system• Preparing weekly and monthly sales reports

- Coordinating with sales team for details
- Coordinating with high authorities as and when required

Organisation *Principal Security & Allied Services Pvt. Ltd, Delhi*
Last Designation *Executive Operations* (Reporting Line – Branch Manager)
Duration *Jan 2017 - Oct 2017 (~10 Months)*

Organisation *Cyclops Security & Allied Services Pvt. Ltd, Delhi*
Last Designation *Office Assistant* (Reporting Line – Branch Manager)
Duration *July 2013 - July 2016 (3 Years)*

Skill Set

- ★ **Financial Crime & Compliance** – Merchant Fraud and Chargebacks, AML KYC, Transaction Monitoring
- ★ **Knowledge Management** – Mentoring, Driving Knowledge within team, Upskilling
- ★ **Workflow Management** – Managing workflow across multiple queues to ensure no risk to service levels
- ★ **Client Management** - Stakeholder Management and Communication

Education Qualification

- ★ Graduate (2011-2014) from Delhi University
- ★ 10+2 (2011) from CBSE

Major Projects, Awards & Highlights

- ★ Development of QPA Tool, a tool that optimized task allocation and improved process efficiency
- ★ Multiple Awards – Process Guru, Knowledge Ninja, Guiding Star

Personal Dossier

- ★ **Date of Birth** : 24th Oct 1993
- ★ **Current Location** : Gurgaon

References

Shall be furnished upon request