

# Nikita Paliwal

Problem solver, Quick Learner, Team Player, Tenacious, Articulated

Current Location - Noida

(+91) 9971802522

[Nikitajfm@gmail.com](mailto:Nikitajfm@gmail.com)

Availability - Immediate

## EXPERIENCE

### **American Express India Pvt Ltd, Gurgaon — Operational Analyst - Global Servicing Group January 2019 - June 2024**

- **Developed and Managed Internal FXOPS Software:** Proficient in utilizing LexisNexis and other platforms to streamline financial operations and ensure compliance.
- **Salesforce Platform Expertise:** Created and managed cases created under SFDC, responded to bot-generated cases and worked on cases pipelined, and extracted internal reports and worked on Data to enhance operational efficiency.
- **Bank Details Validation:** Ensured compliance and currency requirements for payments processed in multiple markets, including SG (Singapore), AU (Australia), and UK (United Kingdom).
- **Subject Matter Expert for USD Incoming Account for SG Market:** Specialized in handling USD incoming payments for the SG market, working with major banks such as DBS, UOB, and OCBC.
- **Accuracy in Processing Client Data for Transactions:** Making sure to connect with Onshore team and RM's (Relationship Managers) to verify client details as per process requirement, ensuring timely and accurate payment processing.
- **Managed UK Incoming Process for JPM Bank:** Oversaw the incoming payment processes for JPM bank, maintaining various accounts and ensuring accurate handling.
- **Transaction Creation and Validation:** Created and validated transactions based on customer requirements and contract specifics, ensuring compliance and accuracy.
- **Compliance Check:** Conducted Know Your Customer checks to ensure compliance with regulatory standards.
- **Screening Activities:** Performed comprehensive screening activities, including record checks, outlook for news, sanctions check, and PEP (Politically Exposed Persons) screening, using tools like LexisNexis and Bridger.

## SKILLS

Project Management

Compliance Operations

Client Management

Stakeholder Management

Resource Management

Data Analysis & Visualization

Tools (e.g. , Excel, Power BI, Python - Beginner level.)

## AWARDS

**Best Employee Award - American Express India Pvt Ltd - 2022-2023**

**RNR Awards - American Express India Pvt Ltd.** For outstanding support, training new colleagues, providing multi-process backup, and successfully maintaining BAU operations.

### **All Ladies League, Delhi — Executive Assistant**

October 2014 - June 2018

- Managed administrative tasks, ensuring smooth and efficient

operations.

- Skilled in effective communication with delegates and organization members to ensure seamless task execution.
- Developed presentations for conferences on various topics, contributing to informative and engaging sessions.
- Conducted thorough research, organized data, and generated comprehensive reports for informed decision-making.
- Collaborated with the design team to produce visually compelling content for marketing campaigns.
- Created and managed an email marketing calendar to streamline event marketing efforts.
- Managed the business unit's event and tradeshow calendars, handling related tasks and communications.
- Planned, executed, and tracked all logistical aspects of conferences and marketing events, serving as the primary point of contact.
- Utilized event management tools (spreadsheets, project plans) to plan and monitor all event activities.

### **Jasper Infotech Pvt Ltd (Snapdeal.com), Delhi — *Business Development Executive***

August 2014 - October 2014

- Lead and managed the entire sales cycle, from lead generation to successful conversion, ensuring seamless transitions between stages.
- Proactively identified and targeted prospective clients using diverse marketing channels and strategies.
- Cultivated and converted leads into profitable sales, consistently meeting and exceeding revenue targets.

### **Education**

#### **Manav Rachna International University – B.Tech**

2010–2014

Information Technology

**CBSE – 12th – 2009**

**CBSE – 10th – 2007**

### **LANGUAGES**

English , Hindi