

# RISHABH KHURANA

INTERNATIONAL CUSTOMER SUPPORT | AML ANALYST | KYC ANALYST | BANKING OPERATIONS ASSOCIATE



## CONTACT

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## SKILLS & CERTIFICATIONS

- Anti-Money Laundering Course Certification by Risk Pro
- Information Security Training Certification by HCL Technologies Limited
- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Digital Marketing

## LANGUAGES

- English (Fluent)
- Hindi (Fluent)



## PROFILE

Dedicated professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.



## WORK EXPERIENCE

### Tech Mahindra Ltd., Noida

International Chat Support, Fintech Operations - Klarna

SEP 2025 - PRESENT

My responsibilities and duties include :

- Delivered real-time, chat support to global customers, ensuring swift resolution of financial inquiries, payment issues, and account-related concerns.
- Handled a high volume of complex cases involving transactions, refunds, fraud investigations, and regulatory compliance with accuracy and efficiency.
- Collaborated with cross-functional teams including Payments, Risk, and Product to escalate and resolve technical and operational issues.
- Maintained high CSAT (Customer Satisfaction) scores through empathetic communication, active listening, and adherence to Klarna's tone of voice.
- Followed strict GDPR and KYC/AML compliance guidelines while managing sensitive customer and financial data.

### Bright Home Cleaning Products Pvt. Ltd., Ghaziabad

SEP 2023 - AUG 2025

Founder & Owner  
Started my own startup of Wholesale & Supply of Home Cleaning Materials.

My responsibilities and duties include :

- Founder: Vision setting & strategic planning for the business. Overseeing overall operations & business development. Managing finances, budgeting and ensuring profitability.
- Built and managed supplier relationships, negotiating pricing and contracts with manufacturers and vendors to ensure cost-effective procurement.
- Developed and implemented sales strategies to target retailers, cleaning service companies, and institutional buyers, resulting in consistent revenue growth.
- Oversaw logistics and inventory management to ensure timely and efficient delivery of products to clients across multiple regions.

# HOBBIES & INTERESTS

- Automobile Enthusiast – Passionate about motorcycles and scooters, with a personal collection of 8+ bikes & scooters in my garage.
- Mobile Phone Collector – Enthusiastic about collecting vintage mobile phones, with a collection of over 50 Nokia Symbian series handsets.
- Computer Enthusiast – Passionate about collecting and exploring vintage and modern systems, with a collection ranging from Windows 98 to Windows 11 computers.
- Entertainment Enthusiast – Enjoy watching web series and movies across various genres, staying updated with the latest releases and trends
- Animal Welfare & Rescue: Passionate animal lover actively involved in rescuing and rehabilitating injured street dogs. Personally treated and facilitated the adoption of multiple dogs rescued from road accidents. Regularly feed and care for street dogs in my locality, promoting compassionate community involvement..

- Directed all financial activities, including budgeting, invoicing, cash flow management, and financial reporting to maintain profitability and compliance.
- Led product sourcing and quality control efforts to ensure the distribution of high-performance cleaning materials aligned with market demand.
- Recruited, trained, and supervised a team across sales, operations, and customer service departments to uphold service standards and business objectives.
- Successfully conceptualized, developed, and launched the company's proprietary product, Bright Home Kavach Phenyl, a premium disinfectant and floor cleaner, expanding brand visibility and improving profit margins.

## Bz Consultant, Delhi

HR Talent Acquisition Specialist  
(Internship)

May 2023 - July 2023

My responsibilities and duties include :

- Responsible for hiring business development team Members.
- Getting enrollments for the program offered by Bz Consultant by team.
- Work for the growth of the company.
- Search for the relevant candidates, conduct the screening.
- Sourcing, attracting, and interviewing prospective employees to find the perfect match for a company's long-term goals.
- Sourcing potential candidates through online channels (e.g. social platforms and professional networks.)

## PayTm, One97 Private Limited, Noida

Banking Operation Executive

Oct 2021 - July 2022

My responsibilities and duties include :

- Reporting financial transactions to assigned banks and assuring they are marked success.
- Preparation of MIS and Excel sheets.
- Coordination with internal IT Team to resolve failed transactions.

## HCL Technologies, Noida

KYC Analyst

Jan 2021 - Sep 2021

My responsibilities and duties include :

- Responsible for performing background check of the candidates appearing for the Pearson VUE online exams, followed by exam monitoring and verifying ID and personal information.
- Adhering to communication procedures, guidelines and policies to handle customer queries and grievances, and providing appropriate solution within the time limit.
- Kept records of client interactions, transactions, comments and complaints.
- Was awarded with Maximum accuracy around 99% for background verification process and customer handling.

## Hextech Electronics Private Limited, Delhi

Client Service Representative

Nov 2019 - Dec 2020

My responsibilities and duties include :

- Dealt with clients and assisted them in after sales process in order to achieve productivity target.
- Improved operational efficiencies while managing customer requests, store
- Inventory, transactions, new purchase orders and pricing needs.
- Built sustainable relationships and trust with customer accounts.



## EDUCATION

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- **Bachelor in Commerce** 2019 - 2021  
Delhi University, Delhi
- **Senior Secondary (XII): Commerce** 2014 - 2015  
Hillwoods Academy, Delhi (Affiliated to C.B.S.E)
- **Higher Secondary School** 2012 - 2013  
Hillwoods Academy, Delhi (Affiliated to C.B.S.E)