

Vidhi Gupta

Process Associate

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SUMMARY

To obtain a challenging position in KYC/AML operations within the banking or financial BPO sector, where I can apply my experience in verification, escalation handling, and compliance documentation to support fraud prevention and maintain data integrity.

EXPERIENCE

Process Associate

Noida

[Capgemini](#)

07/2024 – 10/2025

- Executed KYC, AML, and transaction monitoring to detect and mitigate financial crime risks.
- Conducted transaction monitoring to identify unusual or suspicious financial activities and escalated potential red flags.
- Reviewed and validated KYC documentation (ID proof, address verification, beneficial ownership, and source of funds).
- Performed Customer Due Diligence (CDD) and Enhanced Due Diligence (EDD) reviews for retail and corporate clients as per AML regulations.
- Ensured compliance with OFAC, FATF, and internal sanction screening guidelines.

Relationship Manager (DM-I)

Jaipur

[ICICI Bank](#)

07/2023 - 05/2024

- Managed daily banking operations, improving service efficiency and achieving customer satisfaction.
- Delivered tailored investment solutions and addressed client service needs.
- Cross-sold CASA, family accounts, cards, loans, and investment products to grow portfolios.
- Drove adoption of digital channels, increasing online & app usage by 30% among clients.
- Ensured compliance with KYC norms while handling account openings and transactions.

Catalogue Intern

Noida

[INDUSTRY BUYING PRIVATE LIMITED](#)

01/2023 - 06/2023

A company focused on industry procurement through digital platforms.

- Maintained and managed large product databases to ensure accuracy, completeness, and up-to-date listings.
- Conducted research and analysis on website-listed products to improve data quality and optimize product information.

Senior Consultant Business Development Intern

Noida

[HENRY HARVIN EDUCATION](#)

09/2022 - 12/2022

An educational institution offering various language courses.

- Advised prospective students on language course options, driving successful enrollment and ensuring a smooth onboarding experience.

Summer Intern

Jaipur

[ICICI Bank](#)

05/2022 - 07/2022

A leading private sector bank offering banking products and financial services.

- Completed internship at ICICI Bank, gaining hands-on experience in banking operations and customer service.
- Assisted in daily banking activities, enhancing knowledge of financial products and client relationship management.

EDUCATION

MBA (Finance and Marketing)

Jaipur

Banasthali Vidyapith

08/2021 - 05/2023

B. Com. (Finance and Marketing)

Jaipur

Banasthali Vidyapith

08/2018 - 05/2021

Class XII, CBSE (Commerce + Math's)

Jaipur

Banasthali Vidyapith

06/2016 - 05/2018

Class X, CBSE

Jaipur

Banasthali Vidyapith

06/2016 - 05/2016

SKILLS

Customer Due Diligence (CDD) & Enhanced Due Diligence (EDD) || KYC, AML & Transaction Monitoring

Suspicious Activity Reporting (SAR/STR) || Operational Reporting & Documentation || MS Office

AWARDS & RECOGNITION

Rising Star

Recognized with the "Rising Star" award for exceptional performance during process transition in Dec 2024.