



# Chanchal Jain

## Senior Process Developer

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■ Noida, India

Highly skilled and self-motivated professional with 10+ years of experience in **Financial Crime Compliance, Fraud Prevention, and Risk Management**. Expertise in **AML, KYC, Transaction Monitoring, PEP/CTF/EDD investigations**, and fraud & scam operations. Adept at mitigating risks, ensuring regulatory compliance, and safeguarding financial institutions against financial crime threats.

## WORK EXPERIENCE

### Senior Process Developer – Genpact

09/2014 – 03/2025

- Conducted **AML investigations** on suspicious transactions to determine legitimacy, sources of funds, beneficiaries, and escalate cases in line with regulatory requirements.
- Performed **KYC, PEP, Sanctions, and EDD reviews**, ensuring compliance with **global AML/CTF frameworks**.
- Investigated **fraudulent activities** on debit/credit cards, resolved scam-related cases, and processed customer reimbursements where applicable.
- Delivered **transaction monitoring investigations**, identifying unusual activity patterns to prevent financial crime.
- Partnered with compliance teams to implement **fraud prevention strategies**, reducing exposure to reputational and financial risks.
- Acted as a **mentor and trainer**, onboarding new hires, providing floor support, and ensuring adherence to compliance processes.
- Prepared performance reports for senior management to track case handling, quality, and risk mitigation outcomes.

## SKILLS

- Anti-Money Laundering (AML)
- Know Your Customer (KYC)
- Customer Due Diligence (CDD/EDD)
- Transaction Monitoring Investigations
- Fraud & Scam Operations
- Financial Crime Risk Management
- PEP & Sanctions Screening
- Regulatory Compliance (FATF, OFAC, EU Directives)
- Risk Assessment & Mitigation

## EDUCATION

### BBA – Finance

Institute of Technology and Science, Ghaziabad

08/2011 – 09/2014

## CERTIFICATES

Lean Certified – Process improvement for accuracy, efficiency, and compliance.

## ACHIEVEMENTS

- **Bronze Award (2018)** – Recognized for exemplary performance in fraud prevention and compliance operations.
- Successfully mitigated financial crime risks, ensuring **zero regulatory breaches** in multiple high-risk investigations.

## LANGUAGES

- English – Full Professional Proficiency
- Hindi – Native or Bilingual Proficiency

## **INTERESTS**

Photography | Reading Novels | Cooking