

Surbhi Bharti

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OBJECTIVE

Seeking opportunities to apply my skills and training to contribute to organizational growth. With hands-on experience as a **Process Associate – AML/KYC**, I aim to take up roles that allow me to explore various aspects of the field while enhancing my analytical, compliance, and operational capabilities.

SKILLS

KYC Due Diligence | Transaction Monitoring | AML | Suspicious Transaction Report (STR) | Customer Due Diligence (EDD) | Power BI | Risk Assessment | Python | SQL | MS Excel | Data Analysis & Documentation | Strong Analytical & Communication Skills | Attention to Detail | Teamwork

EDUCATION

Christ University, Delhi-NCR JULY 2023 – JULY 2025
Master of Business Administration (MBA)

Patna Women's College, Patna OCT 2020-JULY 2023
Bachelor's in Computer Applications (BCA)

PROFESSIONAL EXPERIENCE (06Months)

Process Associate *Genpact India Pvt. Ltd.* May 2025 – Nov 2025

I have 6 months of experience as a **Process Associate – AML/KYC**, supporting Risk Analysis, Fraud Prevention, and AML compliance processes. My work involves conducting **Customer Due Diligence (CDD)**, transaction monitoring, and assisting in financial crime prevention activities. I possess a foundational understanding of AML regulations and compliance requirements, ensuring accuracy, adherence to policies, and timely completion of KYC reviews.

SECTOR EXPERTISES

- Conducted transaction monitoring and due diligence reviews to identify and report potential suspicious activity in compliance with AML/KYC regulations.
- Utilized tools such as **Edocs, Host, Citrix, WebIR, Online Signature, S3 Receipts, BSIC**, and **Excel** to analyze customer data, process alerts, and maintain accurate records.
- Verified customer information, reviewed supporting documents, and ensured adherence to internal compliance policies and regulatory requirements.
- Collaborated with compliance teams to escalate high-risk cases and prepare detailed investigation reports.
- Ensured timely completion of daily transaction review targets while maintaining data accuracy and confidentiality.

Business Analytics Intern *Adams Vacation* MAY 2024 - JULY 2024

- Developed strong skills in **data analysis and visualization** to support customer service and operational improvement initiatives.
- Assisted in preparing, cleaning, and organizing customer and operational data to enable accurate reporting and efficient workflow management.
- Created dashboards and visual reports to track key performance metrics, helping the team identify trends and bottlenecks in customer support processes.
- Collaborated with the customer support team to analyze recurring issues and recommend data-driven solutions to enhance customer experience.

- Supported process improvement efforts by documenting workflows and identifying areas where automation or optimization could increase efficiency.
- Conducted basic audits of customer-related data to ensure accuracy, consistency, and compliance with internal standards.
- Contributed to the preparation of weekly and monthly analytical reports for management, improving visibility into team performance and service quality.

Web Designer*Cloudspital Pvt Ltd*OCT 2022 - DEC 2022

- Designed and developed a fully functional website for donation collection for NGOs, ensuring a user-friendly interface and smooth navigation.
- Created responsive web pages to enhance accessibility across devices and improve user engagement.
- Integrated secure donation features and forms to streamline the contribution process for donors.
- Collaborated with stakeholders to understand requirements and translate them into effective web design solutions.
- Utilized front-end technologies to build, test, and optimize website performance.

ADDITIONAL RESPONSIBILITIES

Maintained consistent accuracy in processing AML/KYC reviews | Provided support to the team by clarifying process-related queries | Assisted the quality team with periodic case checks | Participated in monthly review cycles and contributed data for compliance reports | Supported urgent tasks and helped manage escalated cases when needed | Adapted quickly to workload changes and delivered results under pressure | Demonstrated strong teamwork and initiative in daily operations | Helped new team members understand workflows and contributed to smooth onboarding.

AWARDS & ACHIEVEMENTS @ CORPORATE

- Served as a student council member at the school level of the MBA Student Council.
- Participated in Vigyan Utsav at Patna Women's College and created an innovative product using recycled hardware materials.
- Volunteered with an NGO as part of community engagement initiatives at Patna Women's College.
- Secured 3rd prize in the poster-making competition on Yoga Day at Patna Women's College.

SKILLS AND LEARNING

- Foundations of Cybersecurity | Google | Coursera
- Secure Your Cloud Data | Microsoft | Coursera
- Market Basket Analysis using R | Infosys Springboard
- Time Series Analysis using Python | Infosys Springboard
- Alteryx Designer – Core Certification | Alteryx
- Alteryx Designer – Advanced Certification | Alteryx
- Strategic Management | Great Learning
- Web Designing Certification | Patna Women's College
- Developed Study Minds – a project portal website for students offering free and paid project opportunities
- Volunteered for Helping Hands NGO, contributing to donation drives, teaching underprivileged children, and community welfare initiatives