

SHIVAM GANESH SHUKLA
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PROFESSIONAL SUMMARY

Detail-oriented graduate with core competencies in compliance screening, due diligence, fraud detection and financial crime awareness. Familiarity with SAR processes and risks related to cryptocurrencies. Strong analytical mindset and an effective communicator with a passion to build expertise in compliance and risk management.

SKILLS

- ❖ **Microsoft Excel, Word & Power Point**
- ❖ **Anti Money Laundering (AML) Fundamentals**
- ❖ **KYC, CDD & Customer Verification**
- ❖ **Analytical & Problem - Solving Skills**

EDUCATION

- ❖ B.SC (Maths) | Awadesh Pratap Singh University, REWA CGPA: 6.6 | 2022-2025
- ❖ XII (CBSE) | Geetanjali Public School, REWA 60.6% | 2022

EXPERIENCE

- ❖ **Customer Service Associate | TechnoTask Business Solutions**
June-Nov 2024
- ❖ Assisted customers with inquiries, complaints, and service requests ensuring a high level of satisfaction.
- ❖ Managed inbound and outbound calls and emails support to resolve customer issues efficiently.
- ❖ Processed orders, refunds, and account updates while ensuring compliance with company policies.
- ❖ Achieved and exceeded KPIs, including response time, resolution rate, and customer satisfaction scores.

COURSE AND CERTIFICATION

- ❖ **Introduction of CRM with HubSpot | Coursera Project Network** *July 2025*

ACHIEVEMENTS

- ❖ Captained U-15 Mumbai City Football Club (MCFC).
- ❖ Represented U-18 Madhya Pradesh Football Association (MPFA).

LANGUAGE PROFICIENCY

- ❖ English
- ❖ Hindi