

CONTACT

📞 (+91) 8700216538

📍 New Delhi, INDIA

✉ hkalra09@gmail.com

📅 5 Years 3 Months of experience

EDUCATION

2019

BCA - Computers

IPU

2016

XIIth

CISCE(ICSE/ISC), English

Marks - 80-84.9%

2014

Xth

CISCE(ICSE/ISC), English

Marks - 82%

KEYSKILLS

Financial Crime Compliance

Power
BI

Operations Team
Handling

Six Sigma Yellow
Belt

AML Compliance

Pension Administration

Anti Money
Laundering

Operational Risk Management

Business Analytics

HARDIK KALRA

SENIOR OPERATIONS ANALYST

PROFILE SUMMARY

With over 5 years of experience in the financial services and pension industry, I am a seasoned operations professional specializing in workplace investing operations. My expertise lies in AML verification, pension funds, and taxation for both onshore and offshore clients. Proficient in detecting suspicious activity, analyzing high-risk accounts, and ensuring strict adherence to AML regulations, I am dedicated to upholding the highest standards of compliance and risk management. As a results-oriented professional, I am committed to optimizing operational efficiency, mitigating risks, and driving organizational success within the financial services sector.

WORK EXPERIENCE

Feb 2022
- Oct 2025

Senior Operations Analyst
Fidelity International

- Supervised offshore and onshore based schemes to uphold quality standards, ensuring adherence to industry best practices.

- Managed daily operations and workflow to support the line Manager in achieving process deliverables.

- Conducted Anti-Money Laundering checks to protect client's funds from fraudulent activities, leading to reduction in potential financial risks.

- Generated valuable suggestions and actively participated in problem-solving activities, contributing to continuous improvement initiatives.

LANGUAGE

English

Hindi

HOBBIES

Fitness

Art and craft

Travelling

- Regularly monitored control reports to optimize operational efficiency.

- Served as a subject matter expert (SME), providing comprehensive process training and knowledge transfer to junior team members.

- Handled complex and standard requests with a high level of accuracy, consistently meeting 100% of service level agreements (SLA) and optimizing operational performance.

June 2019

- Feb 2022

International Billing Associate

British telecom

- Supervised billing and reporting processes for multiple Media & Broadcasting services products in the UK region.

- Managed billing and reports for Terrestrial New Products, TVOB, Temptel, Circuits, RBGAN, SKY, and other offerings.

- Optimized billing operations, leading to a 15% enhancement in billing accuracy for the UK region.