

## CONTACT

# Mahima Bhatnagar

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## OBJECTIVE

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Detail-oriented BFSI professional with 2+ years of experience in banking operations, specializing in Fraud Analysis, AML, KYC, and CDD/EDD. Skilled in transaction monitoring, risk assessment, customer due diligence, income and bank statement verification, and STR/SAR reporting. Proficient in Excel-based MIS reporting and compliance controls, with proven ability to work accurately in high-volume, target-driven environments while supporting credit risk assessment and underwriting processes.

## EXPERIENCE

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08/2023 - 01/2026

• **PROCESS DEVELOPER : NAB (Melbourne, Australia)**

Genpact India Pvt Ltd

**Verification Officer | Senior Analyst**

- Acted as SME for fraud escalations, reviewing credit card and loan applications for red flags and discrepancies.
- Performed KYC, CDD/EDD, customer verification, and ensured AML and policy compliance.
- Conducted income and bank statement analysis to detect forged documents, misrepresentation, and unusual patterns.
- Investigated fraud alerts and transaction monitoring cases, supporting risk mitigation and account protection.
- Prepared case documentation for STR/SAR, audits, SLAs, and supported credit risk assessment, underwriting, and team training.

08/2022 - 07/2023

• **MANAGED NETWORK EXPERT: Third Space Learning (UK)**

Ncr Eduservices Pvt Ltd

**Maths Expert**

- Delivered analytical online sessions to UK and US students, ensuring accuracy and quality standards.
- Collaborated with teams to maintain compliance and content integrity.

## EDUCATION

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2025

• **University of Delhi**

Master of Business Administration : Finance

## SKILLS

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- Fraud Analysis & Financial Crime Risk Assessment
- AML, KYC, CDD & EDD Reviews
- Transaction Monitoring & Alert Investigation
- STR/SAR Documentation & Regulatory Reporting
- Income Verification & Bank Statement Analysis
- Customer Due Diligence & Identity Verification
- Credit Risk Assessment & Loan Processing
- Compliance, Audit & Banking Operations

## LANGUAGES

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- English: Full Working Proficiency
- Hindi: Native Proficiency

## CERTIFICATIONS

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- Genpact: Regulatory Compliance, Generative AI, Lean and Six Sigma
- Google: Foundations of Project Management (Grade: 100%)