

Shivam Singh

Burari, New Delhi - 110084

Ph. +91 8448034960 :: shivamm250698@gmail.com



Summary

Efficient and detail-oriented Driver Compliance Executive with expertise in KYC operations, documentation, and regulatory adherence. Skilled in managing complex activation/deactivation cases, onboarding transitions, and high-volume live queues while meeting strict SLAs. Known for identifying process gaps and contributing data-driven improvements. Thrives in fast-paced environments with strong multitasking and problem-solving abilities.

Skills

- Problem solving
- Active listening
- Time management
- Adaptability
- Client communication
- Patience
- Conflict resolution
- Google Sheets
- Analytical

Additional information

- Basic Excel
- MS Word Knowledge
- Computer Knowledge

Work history

Driver Compliance Executive: May 2024 – Present (Operations-KYC) Teleperformance., Noida

- **Documentation & Verification:** Conduct thorough reviews and maintain meticulous documentation for driver-partner profiles, ensuring 100% adherence to federal, state, and company-specific compliance standards.
- **Activation and Deactivation Case Management:** Serve as the primary specialist for complex driver-partner reactivation and deactivation cases, accurately documenting the cause, resolution, and status in compliance systems.
- **Onboarding and Profile Compliance:** Facilitate and process location change preference requests from active driver-partners, managing the transition and re-onboarding compliance requirements for the new operational area.
- **Escalation and Workflow Resolution:** Effectively manage multiple, high-volume, and time-sensitive live queues with a focus on meeting strict Service Level Agreements (SLAs).
- **Process Improvement:** Identify recurring pain points and documentation gaps, and contribute data-driven insights to help leadership develop improved policies and training for Tier 1 support.
- **Multitasking:** In a fast-paced environment, I manage multiple tasks simultaneously without compromising quality.

Personal Details

- Gender – Male
- Marital Status – Single
- Religion – Hindu
- Date Of Birth – 25/Jun/1998

Education:

CBSE Board, Delhi - High school.,

CBSE Board, Delhi— intermediate.,

Delhi University, Distance learning -B. A program.,