



Simarpreet Singh

EXPERIENCE

October 2022 - Current

General Manager A One Packers | New Delhi, India

- Directed end-to-end business operations, managing **50+ clients** and overseeing **100+ orders per month** across production, procurement, and client servicing.
- Led a team of **15–20 workers**, ensuring effective coordination across departments for timely delivery and consistent quality standards.
- Designed and implemented operational strategies to enhance efficiency, productivity, and streamline workflows.
- Managed 15+ vendor relationships and optimized inventory planning, ensuring uninterrupted production and reducing material costs by 10–12%.
- Maintained stringent quality control across packaging production, reducing defects/rework by **18–20%** through improved processes and supervision.
- Executed cost optimization and pricing strategies, resulting in improved overall profit margins by 12–15%.
- Strengthened client relationships, achieving 70%+ repeat business and significantly increasing customer retention.
- Leveraged **Microsoft Excel** to efficiently manage and track **100+ ongoing orders**, maintaining structured and detailed records of production stages, client requirements, and delivery timelines, thereby enhancing operational visibility and process efficiency.

January 2021 - October 2022

Operations Analyst NatWest Group | New Delhi, India

- Conducted in-depth investigations into potential tax liabilities, analyzing customer and business data to identify discrepancies and support regulatory compliance.
- Handled **80–120 alerts/cases daily** in a high-volume, deadline-driven environment, ensuring accuracy and timely resolution.
- Worked extensively on **AML and Anti-Tax Evasion processes**, identifying suspicious patterns, assessing risk, and escalating potential financial crime cases.
- Monitored and analyzed management information (MI) to track key metrics and identify trends, supporting data-driven decision-making.
- Managed large volumes of sensitive data with a high degree of accuracy while adhering to strict compliance and internal control standards.
- Reviewed workflows and identified inefficiencies in process improvement initiatives, implementing optimization strategies to enhance operational effectiveness.
- Collaborated with cross-functional teams to streamline operations and improve turnaround time, enhancing overall departmental efficiency.
- Enhanced customer experience by resolving complex queries with

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SUMMARY

Analytical professional with expertise in AML, Anti-Tax Evasion, and financial operations, complemented by business management experience as General Manager. Skilled in high-volume case investigations, data analysis, risk assessment, and process optimization. Proven leadership in team management and operational efficiency, seeking to leverage skills in AML, KYC, Customer Due Diligence, and Financial Crime roles.

SKILLS

- AML & Compliance | Risk Assessment | Customer Due Diligence
- Data Analysis | MIS Reporting | Microsoft Excel
- Operations Management | Process Improvement
- Vendor Management | Inventory Planning
- Team leadership
- Research | Technical Writing | Documentation

- accuracy and professionalism.
- Prepared and circulated monthly departmental newsletters, ensuring effective communication of key updates to internal stakeholders.

August 2019 - November 2020

Subject Matter Expert Acadecraft Private Limited | New Delhi, India

- Led Guided Notes Project, managing team of 6 to deliver quality materials on time, enhancing student support resources.
- Developed educational content in Economics, ensuring accuracy and alignment with academic standards to enhance learning effectiveness.
- Authored structured learning materials, including solutions, study content, and assessments.
- Conducted research to ensure content relevance and adherence to curriculum requirements.
- Contributed to curriculum development by aligning content with learning objectives.
- Created test bank content for evaluation of student performance, contributing to improved assessment quality.

EDUCATION AND TRAINING

June 2023

MBA | Business Management

NMIMS Deemed-to-be-University, New Delhi

June 2019

BA (Hons) | Economics

Sri Guru Tegh Bahadur Khalsa College, DU, New Delhi

ACTIVITIES & LEADERSHIP

- Change Maker Programme Intern | Rotaract, New Delhi
- Share Market Analyst Intern | Sharekhan, New Delhi
- Finance Head Intern | INAAYAT, Rotaract Club of Delhi Femina
- Coordinator | Economic Society, SGTB Khalsa College
- House Captain | GHPS, India Gate