

Shivani Singh

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Professional Summary

Detail-oriented and proactive KYC and Compliance Analyst with over 5+ years of experience in AML domains including KYC due diligence, transaction monitoring, sanctions screening, and quality assurance. Proven expertise in regulatory compliance, operational risk management, and stakeholder coordination across global banking operations. Recognized for performance excellence, leadership in KYC remediation, and process improvement

Professional Experience

Barclays Bank – KYC Quality Checker

 Pune, Maharashtra | July 2023 – Nov 2024

- Conducted quality assurance reviews and verified adherence to internal KYC policies.
- Identified and corrected case errors; tracked completion of remediation tasks.
- Provided regular feedback to KYC management to improve review accuracy.
- Maintained and supported the Quality Monitoring Tool across the team network.
- Conducted trend analysis on fulfilment requests to identify reporting deficiencies and training needs.
- Assisted with departmental tracking, special projects, and reporting initiatives.
- Collaborated with cross-functional QA teams to build a Centre of Excellence and support cross-training efforts.
- Facilitated training for new team members, delivering process walkthroughs, hands-on tool sessions, and continuous support to ensure effective onboarding and readiness.

Accenture Solutions Pvt Ltd – KYC Analyst (Project: Bank of America)

 Gurgaon, Haryana | Jan 2021 – Jun 2023

- Conducted end-to-end KYC due diligence and periodic reviews based on client risk tiers (High, Medium, Low).
- Executed CDD/ECDD for high-risk jurisdictions and politically exposed persons (PEPs).
- Researched and analyzed customer documentation in line with regulatory guidelines.
- Conducted quality checks for multiple entity types including Partnerships, Trusts, and Funds.
- Validated Source of Wealth (SoW) and Source of Funds (SoF) details for onboarding and ongoing reviews.
- Suggested process improvements that were implemented by test and control teams.
- Performed CDD/ECDD of client accounts to ensure AML compliance and regulatory adherence.

- Assessed client risk levels and monitored for red flags based on KYC periodic review requirements.
- Conducted entity screenings and due diligence using tools such as RDC, Lexis Nexis, SEC, EDGAR, SEDGAR etc.
- Maintained client records and updated SOP documentation.
- Liaised with clients and internal teams for document collection and ownership validations.

Concentrix – Transaction Monitoring Associate (Project: PayCom by Meta)

 *Gurgaon, Haryana | Nov 2019 – Dec 2020*

- Investigated and categorized alerts for potential matches, escalating high-risk activity for approval.
- Performed sanctions, PEP, negative news/adverse media screening using OFAC, UNSC, EU lists.
- Perform research via internal and external sources, gather and analyse documentation in accordance with regulatory KYC requirements
- Got trained on multiple queues across Sanctions and worked as an L2A Analyst. Worked on escalated cases and audited cases for the team.
- Also helped to improve the quality by sharing the process improvement ideas with the test and control team for approval and further implementation.

Concentrix – Customer Support SME (Project: LOREX)

 *Gurgaon, Haryana | Aug 2019 – Sept 2019*

- Handled technical support and troubleshooting for camera systems, including firmware updates.
- Led a team of 20+ associates and supported them as an SME.
- Converted client interactions into positive prospects and maintained MIS and daily reports.

Education

- **M.A. in English** – IGNOU, 2023
- **B.Sc. in Zoology** – Delhi University

Achievements

- Successfully led L0 and L2A KYC projects as Acting Team Lead.
- Awarded 3x R&R (Reward & Recognition) Awards for outstanding performance in KYC and compliance functions.
- Recognized by leadership for quality improvement initiatives and regulatory knowledge.