

Gaurav Jain

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Seeking Challenging Assignments in Financial Services Industry with an organization of repute

Profile

- ★ **15+ years** of association with Banking and Finance industry, primarily into managing **Financial Crime & Compliance Operations** for the Banking domain.
- ★ Rich & extensive Experience of **leading financial crime operations**.
- ★ **Data Green Belt Certified**, delivered business impact of **\$ 92K**.
- ★ **5 Star Lean Certified**
- ★ Understanding of **Six Sigma** Tools – DMAIC, Lean, BPMS

Work Experience

Organisation	Genpact India Pvt Ltd, Gurgaon
Designation	Senior Manager [Reporting Line – AVP]
Duration	Mar 2022 - Present
Key Responsibility	Senior Manager (Transaction Monitoring/KYC): Leading a team of total 50 FTEs with 4 Assistant Managers. <ul style="list-style-type: none">• Portfolio for a large US Based Fintech. Responsibilities included – Service delivery, client management, people management & ensuring zero surprise operations, and executing value adding projects in business and in the organization.<ul style="list-style-type: none">○ Set up the entire portfolio from scratch performing due diligence on data via different channels and derived valuable insights based on end-to-end analysis on customers' financial data by projecting trends in customer behaviour to pick any anomalies which pose a threat to the Bank's financial and operational risk undertaking○ Recruitment of 50 domain professionals and leading the transition from the front.○ Managed the complete knowledge transfer, flagged the gaps during KT○ Conducted real-time and retrospective monitoring of financial transactions to identify suspicious activities and potential cases of fraud○ Utilized advanced analytical tools and software to review large volumes of transactions for anomalies○ Collaborated with the compliance team to investigate and resolve flagged transactions, escalating cases as necessary○ Participated in ongoing training to stay updated on evolving financial regulations and fraud detection techniques

Organisation	JLL India Pvt. Ltd. Gurgaon
Designation	Assistant Lease Admin Manager [Reporting Line – Ops Manager]
Duration	May 2020 - Mar 2022 (~2 years)
Key Responsibility	<ul style="list-style-type: none">• Managed all aspects of Lease Administration Operations which includes managing team of Lease Administration Executives, Project Management, planning/ tracking and monitoring all the Operational Metrics in JBS Lease Administration team• Responsible for double check of all the financial reports before delivering to end client being account oversight on the accounts• Primary contact for interaction with all parties to keep the lease administration database current and accurate• Transitioned and implemented start up accounts independently

Organisation	Genpact India Pvt Ltd, Gurgaon
Last Designation	Assistant Manager [Reporting Line – Ops Manager]
Duration	Aug 2010 - May 2020 (~10 years)

Key Responsibility

Assistant Manager for a leading global Australian bank. Responsibilities included – service delivery, client management, people management & ensuring zero surprise operations, and executing value adding projects in business and in the organization. Processes under the scope of services include:

- Identification & Verification of Institutional Customers of the Bank (KYC)
 - Due diligence on business clients
 - Verifying their identities and assessing potential risk
 - Ensuring compliance with regulatory requirement
 - Monitoring and updating client information regularly to mitigate risks
 - Ensuring adherence to Anti Money Laundering guidelines
- Transaction Monitoring Program (TMP)
- Sanctions Screening on RTGS Payments (Real Time)
- Enhanced Customer Due Diligence (ECDD) & Periodic Refresh of high/medium risk customers
- Threshold Transaction Reporting & International Funds Transfers Reporting
- Customer Name Screening on Sanctions, PEP, CTF, Adverse Media
- Credit & Debit Card Fraud & Disputes Operations
- SAR / SMR /UMR Filing for red flags & Government Notices Responses

Skill Set

- ★ **Financial Crime & Compliance** - Anti-Money Laundering & Economic & Trade Sanctions Operations, Fraud & Disputes Operations, Enhanced Customer Due Diligence – Transaction Monitoring Program, Customer Screening on PEP, CTF, KYC, Sanctions, SAR preparation & documentation
- ★ **Lean & Six Sigma** – DMAIC, BPMS, Lean
- ★ **HR Life Cycle** –Recruitment, Career Planning, People Management, including coaching & mentoring
- ★ **Operations Management** – Zero surprise operations, large scale operations, people management
- ★ **Client Management** - Stakeholder Management

Education Qualification

- ★ Graduate (2005-2008) from MDU, Rohtak.
- ★ 10+2 (2005) from HBSE with 77.80% in 12th & 78.00% in 10th

Certifications

- ★ Certified Green Belt (GB – Data Methodology – July 2023)
- ★ Certified Lean 5 Star (Mar 2022)

Major Projects, Awards & Highlights

- ★ Operational Loss Reduction Project in Dispute Resolution for US Fintech, with BI of USD 92K (Data GB) - Genpact.
- ★ AHT Improvement by 2 minutes in every claim (Lean) – Genpact.
- ★ Multiple Awards – Destination Australia, Employee of the Year, Knowledge Ninza, Gold Award

Personal Dossier

- ★ **Date of Birth** : 10th Aug 1987
- ★ **Current Location** : Gurgaon

References

Shall be furnished upon request