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EDUCATION

2003
DELHI UNIVERSITY

- Bachelor of Arts

2000
CBSE

- The Army Public School

CERTIFICATIONS

- Lean Six Sigma
- Six Sigma Green Belt
- Banking Industry Expert Program - Fraud

SKILLS

- Financial Crime & Risk Management
- Trust & Safety Operations
- Customer Service
- Process Improvement & Automation
- Client Relationship Management
- Operational Leadership & Large Team Management
- SLA/KPI Management
- Strategic Planning & Execution
- Quality Assurance & Compliance

RAKESH YADAV

ASSISTANT VICE PRESIDENT

PROFILE

Results-driven and strategic global leader with over 20 years of experience in Financial Crime Risk Management, Trust & Safety and Customer Service. Proven expertise in building and leading high-performing teams, driving operational excellence, and delivering impactful business outcomes. Adept at stakeholder management, process optimization, and fostering a culture of continuous improvement. Recognized for strong leadership, innovation, and client-centric approach.

WORK EXPERIENCE

Genpact India Pvt. Ltd.

Apr'22 - Present

Assistant Vice President

- Established and led multiple small teams (30+ FTEs) and large teams (400+ FTEs) in Operations across FCRM - AML&KYC, Fraud and Dispute for fintech.
- Developed and implemented diverse solutions within the operational framework to consistently enhance productivity, quality and to generate actionable insights for the customer.
- Demonstrated strong collaboration skills by working with various departments on multiple initiatives within the organization.
- Work in partnership with the client to identify their needs in alignment with the business model and ensure effective service delivery.

Key Achievements

- Successfully transitioned 2 different LOBs within first 2 years.
- Successfully delivered multiple high-impact continuous improvement projects, driving efficiency gains and implementing automation initiatives to uplift quality.
 - Fraud Investigations - >20% efficiency + quality >97%.
 - Transaction Monitoring - >18% efficiency (Auto narrative tool + txn. analyser & external search), value add of 66K for Ops Modernization.
- Six Sigma Greenbelt certified with AHT reduction resulting into value add of ~\$450K.
- Won BCM Crème Awards - H1'23 and H2'24.
- Won 'Go Green - Q4'22' for lowest attrition across BCM.

Wipro Limited

Jun'21 - Apr'22

Site Lead - Sr. Manager Operations

- Spearheaded large Trust Operations for one of the major players from Travel and Hospitality industry in a 24*7 environment - 350+ workforce.
- Conducted periodic process reviews with the team to assess process hygiene + performance factors & implement any corrective action required.
- Introduced the developmental training for employees in both aspects, subject (Fraud prevention techniques) and professional development.

WORK EXPERIENCE

Key Achievements

- Introduction of various central reports to track SLAs + KPIs to ascertain all SLAs + KPIs are met.
- Goal Setting - Restructured monthly scorecard across roles in Ops – FLMs, agents + introduce stacks for Mentors.
- Developed various Ops solutions + enhancers like Engagement Evolution File, Supervisor Road Map, etc.
- Achieved maximum rating on engagement for the account at the site.
- R&R approach was redesigned to make it inclusive of all queues + support staff.
- Streamlined off boarding process to ensure all required accesses are revoked within 24hrs.

Quinte Financial Technologies Pvt. Ltd.

Aug'19 – May'21

Service Delivery Leader – FCRM

Quinte Financial Technologies was formerly Quattro Processing Services (QPS) The roles, responsibilities and tenure details are provided below.

Quattro Processing Services Pvt. Ltd.

Sep'08 – Jul'19

Sr. Manager – Operations

- Spearheaded multiple LOBs for Credit Unions and Banks in US alongside adequate workforce.
- Responsible for maintaining CTQs for overall client satisfaction + operational metrics in a 24*7 Fraud Prevention and Disputes environment.
- Created process & capability decks for senior management.
- Ensured, Audit, Risk, Security & Control requirements are adhered to.

Key Achievements

- Rule recommendations to reduce False Positives + new rules suggested in line with identified fraud trend.
- Won “Above and Beyond” award as initiated Nesting / Mentoring Program for new hires to ensure better efficiency and knowledge transfer.

WNS Global Services Pvt. Ltd.

May'07 - Aug'08

Team Leader – Customer Service

- Led a team of 6 team coaches + 20 associates, ensuring SLA, AHT, Quality and CSAT targets were met.

Key Achievements

- Successfully transitioned 'call tracking' process remotely.
- Won Gold Circle Team Award.

Mphasis BPO

Aug'06 – May'07

Unit Manager – Customer Service

- Managed 25 associates in 24*7 environment, ensuring SLA and CTQ adherence.

Convergys India Services Pvt. Ltd.

Nov'02 – Jan'06

Helpdesk Specialist – Customer Service

- Handled escalations and provided feedback to improve agent performance.

Key Achievements

- Recognized as “Power of One Champion” and awarded for outstanding performance.

Renasonic e-Solutions Pvt. Ltd.

Jan'02 – Oct'02

Business Facilitator – Outbound Sales

- Worked in outbound sales for US-based clients