

# Rupanshi Jain

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## Summary

Veteran manager with over 10 years of experience in leading operations and quality management for Fincrime, AML, fraud management, and transaction monitoring vertical for domestic and international clients. Motivational leader and an organizational problem solver with advanced supervisory, team-building, and customer service skills. Focused on using automation and morale-building techniques to maximize employee engagement and performance. Adept at leading projects from development to delivery, a forward-thinking manager with comprehensive experience implementing new processes, managing and planning innovations. Bringing outstanding problem-solving abilities paired with in-depth knowledge of risk policies and procedures. Polished in evaluating employee performance and overseeing key projects.

## Skills

- Critical Thinking & Succession Planning
- Advance Excel & SQL
- Scrum/Lean/Six Sigma
- Quality Management
- Project Management
- EDD & AML/KYC Monitoring
- Staff Training & Development
- Business Forecasting & Trends Analysis
- Stakeholder Management

## Experience

**MANAGER** | 11/2023 - Current

**Genpact - Gurgaon, India**

- Led operation and internal quality team of the Transaction Monitoring and Fraud Analysis vertical, managed a span size of 70+, and directly supervised 4 assistant managers, each responsible for managing a group of 15 to 18 advisors.
- Delivered high-quality, suspicious transaction analysis reports to T2 onshore and offshore for SAR/STR preparations.
- Delivered consistent value to business through workflow enhancements, transformations, change management, productivity improvement, risk identification and remediation.
- Collaborated with assistant managers to evaluate the performance of teams and individuals, identifying hiring and career planning requirements.
- Effectively supervised attrition control, facilitated rapid replacements, and implemented manpower retention strategies.
- Improved business efficiency by 33%, saved the cost of approximately 9 FTEs, and improved process quality with the successful implementation of automated systems, tools, and processes.
- Participated consistently in discussions with top-level management and clients to ensure the timely relay of metric information.
- Exhibited a strong risk and compliance mindset by establishing process structures and solving complex problems.

**ASSOCIATE SENIOR MANAGER** | 11/2021 - 10/2023

**DATAFLOW - Noida**

- Directed operations for transaction monitoring and fraud analysis verticals with a span size of 75 users.
- Performed detailed examinations to uncover potential fraudulent transactions, utilizing internal and external resources, as per defined SLAs.

- Ensured compliance with applicable laws, regulations, policies, and procedures across units.
- Coordinated with internal and external stakeholders to ensure the successful execution of CI projects to enhance process efficiency and business growth.
- Evaluated employees' results to guide recruitment and development.

**ASSISTANT MANAGER** | 03/2018 - 11/2021

**PAYTM - Noida**

- Managed the KYC and transactions audit team of merchants' accounts.
- Reported potentially fraudulent actions to facilitate SAR preparations.
- Facilitated alignment among sub teams to enhance efficiency and reduce discrepancies by training and process management.

**ANALYST** | 11/2015 - 01/2018

**ROYAL BANK OF SCOTLAND - New Delhi**

- Performed due diligence checks and analyzed transactions for over 60 customers daily.
- Ensured the accuracy of data by validating and conducting quality assurance checks.
- Selected by management to serve as a regular trainer for a new batch of trainees each month.

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## Education and Training

**Guru Gobind Singh Indraprastha University - New Delhi, DL | MBA**

Business Administration And Management, 01/2015

**Guru Gobind Singh Indraprastha University - New Delhi, DL | BBA**

Computer Aided Management, 01/2012

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## Accomplishments

- Received "Lime light" award within the duration of 5 months of joining Dataflow for delivering out of the box results in most difficult processes.
- Awarded as a "Rockstar" for consecutively 2 years for best performance in Paytm.
- Awarded for "Living our Values" as supported in the other processes at the time of dire need in Royal Bank of Scotland.