**NISHANT SHARMA**

**Email: nishant\_sharma270@yahoo.com**

**Mobile: +91 – 9813187705**

Seeking assignments in **Operations/ Operations Analyst / Branch Operation Management / General Administration** with a growth oriented organization, preferably in **Banking or financial industry.**

**Professional Summary**

* **2.5 year experience as Clerk in Plyboard firm from 2005 to 2008.**
* **1 year calling experience *with*** **optimal solution (International BPO)** as **Customer Care Representative** **from 2008 to 2009.**
* **4.6 years working experience with Bank of America Continuum India, worked in the Sales Fullfilment process under DPOM as a Sr. Team Member from 2009 to 2013.**
* Handled Customer Requests related to New Accounts Openings & Transferring fund one account to another, Name Address Change Etc.(All Activities in Accounts)
* Performing customer due diligent policy to support and improve **KYC and AML activities.**
* Leading, mentoring and motivating teams for extracting best performance from them.
* Motivating the team members for enhancing their performance through sharing of compliance supportive techniques.
* Possesses effective communication, analytical, interpersonal & negotiation skills with an ability to work under pressure.

**Employment History**

**BA Continuum India Private Limited (BACI) Sr. Team Member**

Key Deliverables:

* Opened Saving Account, Checking Account IRA(Individual retirement Accounts),CD(certificate of deposit) and SafeBox accounts for Boa customers by following **AML**, **KYC** and **CIP** programmes.
* Managing the transfer of funds ,open and maintenance of these accounts as per customer’s request.
* Reviewing account activity as per **Anti Money Laundering, KYC, Bank Secrecy Act and US Patriot Act guidelines** and go through the balance sheet and profit and loss accounts.
* Complex and extensive review of Transaction History and Pattern.
* Validating beneficiary of all debits and credits, to determine that transactions are not involved in any suspicious activity.
* Interaction with Banking Centers Stateside, Teller Operations Specialist and Tellers to ensure smooth branch operations on mails as well as on calls with team lead.
* Review and analyze performance reports against targets on weekly/monthly basis.
* Working with team to ensure the completion of work on time to meet SLA.
* Managing the presence of number of required FTEs in order to keep the work efficiency unaffected.
* Filling transaction review memo for all the suspicious activities.
* Reporting all suspicious activities to IRS (Internal Revenue System)

Key Deliverables:

* To prepare and allocate the daily volume in entire team.
* To share the updates within the team to deliver error free work
* Interact with the onshore clients for updates and queries.
* Up gradation of Standard Operating Procedure & Monitoring Compliance
* Delegated suggestions and duties to other team members regarding opportunities for improvement in
* work-related tasks and processes.

**Area of Expertise**

Process management

* Undertaking responsibilities of removing non value adds procedures in process for efficient functioning.
* Implementing six sigma projects and standards for better efficiency with increased margins.
* Ensuring uniformity in the process understanding at the client’s and the organization’s end.
* Assisted, trained and mentored new hires and junior personnel on procedures to streamline repetitive work and improve productivity, efficiency and accuracy.

Quality and Compliance

* Conducting continuous audits for process to ensure compliance and smooth functioning of the process.
* Handling monthly performance review and reports to fill in the loop holes if any for the team.
* Ensuring that the teams adhere to all the quality tool and procedures.
* Scheduling process trainings, update sessions and coaching of associates to adhere with the quality and productivity of the SLA’s.

Accomplishments

* Accredited as SME (subject Matter Expert) for the entire process.
* Recognized as most improved associate in the process..
* Recognized by client for higher productivity in entire process, adhering with accuracy level.
* Awarded numerous times for performing beyond the par level.

**Educational Brief**

* Passed 12th from Bhiwani Board.
* B.Com with Computer Application from Kurukshetra University in 2005.

**Personal Vitae**

Date of Birth: 5th Feb 1985, **Male.**

Nationality: Indian.

Language known: English and Hindi.