SUKHJEET KAUR SHERGILL

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PROFESSIONAL SUMMARY

Motivated and detail-oriented Compliance Officer with a diverse background in customer service and administration. Currently pursuing an AWS job-oriented program to transition into a cloud-related role. Adept at handling challenging and fast-paced environments.

TRAINING (K21 Academy)

AWS JOB-ORIENTED PROGRAM (2023 - Present)
Participant

- Actively engaging in comprehensive training in AWS cloud services.

- Acquiring practical skills in IT infrastructure, networking, servers (EC2), storage, databases, and cloud environments (AWS).

- Gaining knowledge of ITIL framework and incident, problem, and change management processes

TRAINING (Data Trained Academy)

PG Program in Data Science, Machine Learning and Neural Networks(2023-Present)

Gaining Knowledge of below

- Advance Excel for data scientist
- Statistics
- Learn SQL for data science
- Python programming
- Analysis with data wrangling with python

- Data visualization with python
- Machine learning - NumPy and pandas, Linear regression, Logistic Regression, Decision tree(Gini, entropy),Ensemble technique.

WORK HISTORY

COMPLIANCE OFFICER AT DWP (2021 - Present)

   As a Compliance Officer at the Department for Work and Pensions, I am responsible for ensuring adherence to regulatory requirements and internal policies within the organization. My role is crucial in maintaining the integrity of welfare programs and upholding ethical standards in service delivery.

Key Responsibilities :

Conducting Compliance Audits:
Regularly perform comprehensive compliance audits to assess the department's adherence to relevant regulations.
Identify areas of non-compliance and provide recommendations for improvement.

Policy Enforcement:
Enforce policies related to government benefits, including Universal Credit and other welfare programs.
Investigate cases of potential policy violations and implement corrective actions.

Customer Interaction:
Conduct customer interviews to gather information regarding potential payment misuse.
Take necessary steps for recovery in cases of benefit misuse or fraud.

Documentation and Reporting:
Maintain detailed records of compliance audits, investigations, and corrective actions taken.
Prepare and submit regular reports to senior management outlining compliance status.

Collaboration and Training:
Collaborate with other departments to implement and enhance compliance measures.
Provide training to staff on compliance policies and procedures.

Stay Informed:

Stay abreast of changes in legislation and regulations affecting welfare programs.
Implement necessary updates to policies and procedures to ensure ongoing compliance.

Achievements:

Successfully conducted a series of compliance audits resulting in a 20% reduction in instances of benefit misuse.
Introduced a training program for staff, leading to increased awareness and understanding of compliance policies.

Skills:

In-depth knowledge of government benefit programs and relevant regulations.
Strong analytical and investigative skills.
Excellent communication and interpersonal abilities.
Detail-oriented with a focus on accuracy in documentation.
Conduct customer interviews, investigate payment misuse, and take necessary steps for recovery.

Enforce policies related to government benefits, including Universal Credit and welfare programs.

WORK COACH EXECUTIVE OFFICER AT DWP (2020-2021)

As a Work Coach at the Department for Work and Pensions, I play a vital role in supporting individuals in their journey to employment, providing guidance, and helping them overcome barriers to work. I am committed to delivering high-quality service to empower jobseekers and contribute to the success of government employment programs.

Key Responsibilities:

1. **Client Assessment and Support:**
   - Conduct thorough assessments of clients' skills, qualifications, and employment goals.

- Provide personalized support and guidance to help clients overcome barriers to employment.

2. **Job Matching and Placement:**
   - Utilize job-matching tools and resources to identify suitable employment opportunities for clients.
   - Work closely with employers to place clients in appropriate roles, considering their skills and preferences.

3. **Skills Development:**
   - Identify and address skills gaps in clients through the development of personalized training and development plans.
   - Facilitate workshops and training sessions to enhance clients' employability.

4. **Benefit Guidance:**
   - Provide information and guidance on government benefits and welfare programs.
   - Assist clients in understanding their eligibility for various support schemes.

5. **Job Search Assistance:**
   - Support clients in developing effective job search strategies.
   - Provide guidance on writing resumes, preparing for interviews, and networking.

6. **Case Management:**
   - Maintain accurate and up-to-date case records for each client.
   - Collaborate with internal teams and external partners to ensure holistic support for clients.

Achievements:

- Successfully placed a significant number of clients in gainful employment, exceeding quarterly targets.
- Implemented a skills development program resulting in a 15% increase in clients securing long-term employment.

Skills:

- Strong interpersonal and communication skills.
- Knowledge of labor market trends and employment services.
- Ability to build positive and motivating relationships with clients.
- Familiarity with government programs and support services.

ADMINISTRATOR OFFICER (OPG) MINISTRY OF JUSTICE (2018-2020)

As an Administrator Officer within the Office of the Public Guardian at the Ministry of Justice, I play a crucial role in supporting the efficient operation of the department and ensuring the delivery of high-quality services. My responsibilities encompass various administrative tasks, contributing to the overall success of the Office in safeguarding the rights and well-being of vulnerable individuals.

Key Responsibilities:

1. **Case Management:**
   - Handle administrative aspects of case management, ensuring accurate and timely documentation.
   - Maintain records of legal documents, correspondence, and other relevant materials.
2. **Power of Attorney Services:**
   - Contribute to the efficient processing of Power of Attorney applications.
   - Assist in the preparation and management of documents related to Power of Attorney cases.
3. **Coordination and Communication:**
   - Liaise with internal teams and external stakeholders to facilitate the smooth flow of information.
   - Provide administrative support in organizing meetings, conferences, and events.
4. **Data Management:**
   - Input data into the system, ensuring accuracy and completeness.
   - Generate reports and assist in data analysis as required.
5. **Document Preparation:**
   - Draft, edit, and proofread official documents, reports, and correspondence.
   - Ensure compliance with established formatting and quality standards.
6. **Customer Service:**
   - Respond to inquiries from the public, legal professionals, and other stakeholders.

- Provide courteous and helpful assistance to individuals seeking information or support.

Achievements:

Successfully streamlined case management processes, reducing processing times by 20%.
Implemented an organized filing system, enhancing the efficiency of document retrieval.

Skills:

- Proficient in office management software and document preparation tools.
- Excellent organizational and multitasking abilities.
- Strong attention to detail and accuracy in data entry and documentation.
- Effective communication skills and a customer-oriented approach

DOCUMENT SORTER WITH EDM GROUP (2017-2018)

As a Document Sorter at EDM Group, I played a pivotal role in efficiently organizing and preparing documents for further processing. My responsibilities involved meticulous attention to detail, adherence to quality standards, and contributing to the overall success of the document management processes within the organization.

Key Responsibilities:

1. **Document Preparation:**
   - Sort and organize incoming documents according to established criteria and categories.
   - Ensure accurate and timely completion of document sorting tasks.
2. **Quality Control:**
   - Conduct thorough quality checks to verify the accuracy of document sorting and categorization.
   - Report and rectify any discrepancies or issues identified during the quality control process.
3. **Workflow Optimization:**
   - Collaborate with team members to optimize document workflow processes.
   - Propose and implement improvements to enhance efficiency and accuracy.

4. **Data Recording:**
   - Record relevant information and metadata associated with sorted documents.
   - Maintain detailed and accurate logs of sorting activities.
5. **Collaboration:**
   - Work collaboratively with other team members to ensure seamless document transition between sorting and processing stages.
   - Communicate effectively with team leads and supervisors regarding workflow status and challenges.
6. **Support:**
   - Provide support to the data recording manager in maintaining organized and efficient document processing operations.
   - Assist in training new team members on document sorting procedures.

Achievements:

- Consistently achieved high accuracy rates in document sorting, exceeding departmental standards.
- Implemented a time-saving technique in the sorting process, resulting in a 15% reduction in sorting time.

Skills:

- Detail-oriented with strong organizational skills.
- Ability to work efficiently in a fast-paced environment.
- Excellent teamwork and communication skills.
- Proficient in using document management software and sorting tools

EDUCATION

- Master's Degree in Computer Science (2008-2010)

- Graduation in Psychology (2005-2008)

SKILLS

- AWS Cloud Services (In Progress)

- SQL, Python, Machine learning, Data scientist (in progress)

- Outstanding interpersonal and communication skills

- Excellent IT skills (Microsoft Office package)

- Strong multitasking and organizational abilities

- Full Driving Licence

HOBBIES AND INTERESTS

Enthusiastic about computing, I dedicate my spare time to reading, cinema, and quality time with family and friends.