

Swapna Bhushan Raichurkar

Process Manager



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📄 PROFILE

Process Manager with MBS in HR with over 14 years of experience in Operations including KYC, Workforce management, Retail Banking, Telecom-UK and as a Nodal officer, data analysis.

🌐 LANGUAGES

English, HIndi, Marathi, German

👛 PROFESSIONAL EXPERIENCE

Eclerx Services Limited

Process Manager(KYC)

07/2024 – present

- Manage and oversee the end-to-end KYC process, ensuring all customer onboarding and due diligence activities comply with internal policies and regulatory standards
- Monitor the customer verification process to ensure accuracy and completeness of information.
- Lead and a team of KYC analysts, monitor performance, point for stakeholders for KYC related queries and escalations
- Ensure that KYC processes align with national and international regulatory requirements (e.g., FATF, AML, CFT regulations)
- Conduct risk assessments on customers to identify any potential red flags related to money laundering, terrorism financing, or other illegal activities.

HDFC Bank

Senior Branch Sales Manager

07/2023 – 11/2023

- Acquiring and maintaining Current and Saving Account
- Client onboarding and KYC operations, review KYC process
- Providing services to Existing customer
- Maintain stability in smooth-functioning of the activities in branch
- Maintain knowledge on all bank products and services and assist in resolving customer queries
- Upselling of of SA, FD, LI, RA, GL, PL products

Eversana India

Team Lead & Workforce Management

01/2020 – 06/2023

- Scheduling(shifts, additional requests-breaks, meetings, training, OT)
- Attendance and Leave Management
- On boarding of new associates, exit formalities, Disciplinary action
- Addressing and resolving queries of associates
- Capacity planning
- Handling a team of 8 associates

IQ Telecom Business Services,

Data Analyst

04/2018 – 12/2019

- Conduct KYC due diligence. Collect, verify and analyze customer information such as Identification documents, financial statements
- Life cycle of Incident tickets, incident management by Jira
- Analyzing data sets, documenting processes. QA of Work instructions

SKILLS

Team Management, KYC

KYC operations, AML, due diligence
Workforce management, Scheduling,
Onboarding, exit, Attendance and
Leave management.
Sourcing CA and SA accounts, asset
and liability, scoping for new clients,
banking operations
Data Analysis, ETL, Customer Support,
Escalations, Back office operations

Technical Skills

Microsoft Excel, Word & PowerPoint
CRM, ETL, Scrum Basics, Figma,
Calabrio, Access and Astana

- Harvesting Provider data from billing portals to aid in the reconciliation process of Invoice Processing and Inventory Management by means of ETL
- Working on new projects and processes, new product design
- Data collation, study, analysis helping in enhancing the procedures and helping in cost saving and profit making for the company and clients.

Hathway Broadband and Datacom Ltd

Nodal Officer

04/2015 – 04/2018

- Effective Public grievance officer in compliance with TRAI regulations, handling escalations for redressing the grievance of the customer through writing, telephone or other means
- Ensuring implementation of KYC checks for individuals and firms, verifying client data
- Expertise in mapping Customer requirements and coordinating in developing and implementing processes in line with the pre-set guidelines to facilitate high-quality customer experience

Tutor Vista Pvt Ltd

Tutor Coordinator

08/2009 – 10/2010

- Managing a team of 260 online tutors, resolving queries, helping with smooth functioning of online tutoring
- Reviewing the performance of the tutors and sharing the feedback
- Creating healthy and motivational environment for tutors to enhance their performance
- Resolving day to day training issues
- MIS and reporting

3Global Services

Customer Support Executive

05/2007 – 03/2008

- Taking inbound calls of customers
- Resolving billing and service related queries
- Implementing adequate measures to maximize customer satisfaction level
- Providing prompt and effective online solutions
- Ensuring satisfactory customer support

WNS Ntrance

Senior Customer Service Associate

11/2005 – 05/2007

- Servicing of Pension policies
- Client communication for additional or missing information
- Updating details of the customers on the systems
- Amendments of existing details of the customers
- Ensuring customer satisfaction
- Outbound calls to Financial advisers and clients

Wipro Spectramind

Associate

01/2004 – 11/2005

- Processing Insurance Application Submitted by Appointed Representatives
- Verifying Applications
- Sending emails to Clients for missing or additional information
- Issuing policies
- Ensuring that every detail of the customer is updated
- Taking Care of customer requirement
- Calling up clients, GP and Financial advisers as per requirement



EDUCATION

MBS in HR

Neville Wadia College

PGDBM in HR

Neville Wadia College

Diploma in E & TC

Government Polytechnic, Pune



COURSES

UI/UX course

Upgrad

Scrum

Linkedin