403 Gayatri Residency

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Opposite Hotel Oyo Ornate.

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**Objective :** To be associated with an organization that provides me an ambitious and aspiring position to give out my skills and intensify that consistently operates towards excellence where my skills are shared and enriched and make a reputation for excellence integrity for myself & the organization in the field of Management & Operation.

# PERSONAL INFORMATION

Born April 3rd, 1991

Citizenship: - Indian

# WORK HISTORY

5 February’ 19 – present **Tech mahindra business services**

Team Lead

* Working for Candaian client end to end KYC.
* Meeting the Global Maintainance standards as well as Canadian regulation for corporate clients.
* Performing initial risk rating and basic details search which gives the idea of the risk pertaining clients.
* Applying risk rating as per documents obtained and screened.
* Sending Client Information Form to obtain missing information or for confirmation of specific details as per the present documents.
* Collecting various financial reports for identifying any exposure to sanction or high risk countries & any suspicious activities or any exposure to vulnerable business.
* Amendment made such as address, nature of business change.
* Escalating to AML team for risk, sanction and negative news confirmation in accordance the findings during the periodic review.
* Handling team of 15 members working as analyst and Quality Checkers.
* Report handling (MIS, Daily attendance, updating of SharePoint).
* Maintaining Daily and monthly production tracker, interaction with client in case of discrepency solving, process updates, updating the policies and procedure documents.
* Providing on floor training to new joiners, floor support.
* Reporting to the Project Manager.
* Handling End of the Day reporting, people management, leave management.

23 October’17 – 4 February’19 **Cognizant technologies services**

Sr. Process Executive

* Working as Global Maintenance Standard of end to end KYC.
* Periodic Reviews to be performed on various entities.
* Adhere to the different country specific requirement & regulations in accordance to global KYC.
* Escalating to FCC (Financial Crime Compliance) for any sanction or vulnerable business activities identified for the client.
* Sending Information request to obtain missing information or for confirmation of specific details as per the Country Specific requirement.
* Collecting various financial reports for identifying any exposure to sanction or high risk countries & any suspicious activities or any exposure to vulnerable business.
* Amendment made such as address, nature of business change.
* Escalating to FCC for risk confirmation in accordance the findings during the periodic review.
* Interacting with clients or Business via mail/call to obtain information.
* Performing background checks / screening of the entity and the individuals and entities related to our entity such as Directors, UBO and other high authority individuals etc.
* Escalation of any PEP, Negative news etc to FCC after search is performed in open media to receive sign off.
* Deactivation of accounts in situation of Merger or acquisition.
* Handling a team working on the Taiwan based Entities and individual account, guiding team with the processing of the clients end to end procedure.
* Reporting of daily productivity, publishing data on daily basis. Communication with clients in regards to the information.
* Leading the team to achieve the target and adhering the time line including the quality of the job.

3 AUgust’16- 13 October’17 **Tata consultancy service**

Sr. Process Associate

**Projects:-**

1: **HSBC KYC Remediation**

* Working according to KYC & FATCA Acts for UK Client.
* Verification, authentication of documents and information obtained by the account holder. Reconciling data as per system & information provided by account holder
* Raising UAR (Unusual Activity Report) if any discrepancy in the transaction.
* Sending repair letter/mail to customer to obtain missing information.
* Sending Exit Letter/Mail to customer if information mismatch or partial response received.
* Initiating Closure of account, sending query to FCC team for any fraud or unusual activity found in the account
* Making Daily MIS report, playing Team Lead role as an acting TL.
* Giving floor support to the makers, query solving. Interacting with clients.
* Giving Quality feedback to the team members.

2: **Lloyds Banking Group**

* Creation of accounts in various applications for new customers.
* Updating various applications of the on-boarded customers as pet the on-boarding application
* Updating risk rating for existing & new customers as per the data provided by client in the application or by the referring applications.
* Addition and removal of facilities provided to customers.
* Movement of customer from one account to another as per acquisition/merger.
* Making amendments such as hierarchy movement, address change, name change etc in the customer account as per requested by onshore team.
* SIC code amendment of customer if any change in the nature of business.

7 April’14- 27 May 16 eClerx Serivices limited

**Financial Analyst**

* Checking the activities in the accounts in weekly intervals, performing suspensions & closures of accounts as per Dodd Frank Act by The US government.
* Working on reactivation of the suspended or closed accounts on Adhoc basis as per clients requirement.
* Working on amendments required on the customer’s account information, making sure to follow the client’s trend.
* Provide process training to new team member, conducting refresher training for exsisting team members. Briefing new team members with the process overview.
* Making & tracking daily Resource utilized by the means of productivity tracker in scripted Excel which includes VLOOKUP & Pivot tables.
* To designate task according to the resources available.
* Assembly of information submitted by the processor in a standard manner in Excel.
* Updation amending of SOP (Standard Operation Process).

18Mar’13 – 17 Oct’13 BNY Mellon india pvt ltd

**Operations Executive (Consultant Database)**

* Accumulating data from different sources and updating monthly, quarterly and yearly databases i.e., maintaining and updating the client’s investments done in various countries and regions onto the database.
* Preparing RFP’s for our clients, maintaining data tables into the RFP.
* Maintaining the investments made and transaction done in an Excel sheets for records internal purpose.
* Maintaining Ad Hoc and regular client requests.
* Maintaining the investment of our Client into different Equities, Global & fixed income & various funds, and updating the same on the databases.
* Exporting/Importing investment reports for Asset allocation & other allotted tasks. (Monthly, Quarterly).

14May’12 – 19 Nov’12 Capita india pvt ltd

Executive – Planning (Admin)

* Assigning Team leader to agents as per business requirement, scheduling and altering the shift time for various reasons, changing department of the agent as per business requirement. Amendment of the break time of the agent.
* Adding exception segments such as Long Term Sickness, Maternity Holiday & Bank holiday, Client training for the agents to brief about the new product launch and its information.
* Scheduling one to one meeting for the agents with the respective team leader and managers to discuss and resolve any issues, quires and share the feedback of the agent’s performance.
* Adding coach & coach team for the agents to know about the new changes in the company. Scheduling the training, induction for the new employees and refresher training for the existing agents who need to be given training for the software.
* Aligning team meeting of the agents with their Team Leaders to share the team’s performance. Aligning meeting of the Team Leaders with the Operation Managers.

# EDUCATION

2018 – 2020 l.n Welingkar institute of management development & research

Advance Diploma in Business Administration (Finance)

2008 - 2011 Yashwantrao Chavan Maharashtra Open University

Bachelor in Business Administration

2006 - 2008 Maharashtra State Board

Higher School Certificate (Commerce)

2005 - 2006 Maharashtra state board

Secondary School Certificate (S.S.C)

# Additional activities

* Provided training on topics like communication skills, Phone etiquettes, e-mail etiquettes, team building.
* Provided system training to new joiners and refresher trining to existing team members.
* Floor support to all the team members, MIS, monthly reports etc.
* Arranging fun activities on the floor.
* Team lunch / dinner arrangements.

# Achievements:

* Awarded with Ace of Rookies for handling part of KYC remediation.
* Awarded with Performance Excellence for amount of production and giving support to team, interacting with clients.
* Appreciated for picking up 6 eye checks (QA) cases and completing task on time.

# technical Skills

* Operating Systems : Operating System: Windows XP, Windows 7, Windows 10

Package : Knowledge in MS Office, Adobe

(Microsoft Words, Excel, PowerPoint, Adobe PDF)

# personal Skills

* Excellent verbal and written communication skills, Willingness to learn.
* Team work skills, Motivational skills, Inquisitiveness.
* Rapport Building.

# Declaration

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Pune Nikita Shingrani

Date:

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