Jagveer Singh

SUPPORT SPECIALIST | DATA PROFESSIONAL

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PROFESSIONAL SUMMARY

Experienced customer support specialist adept in CRM systems like Salesforce and Zendesk. Skilled in SQL for data analysis and Python for automation. Proficient in PowerBI for insightful reporting. Passionate about driving organisational success through data-driven strategies.

WORK EXPERIENCE

Revolut   Remote (Mar 2024 - Present)

Support Specialist (Fincrime)

- Verify customer identities and assess risk levels to ensure compliance with regulations.
- Utilize KYC software (backoffice) and databases to authenticate customer data.
- Maintain accurate records and documentation of AML/KYC procedures and findings.
- Perform CDD, EDD, PEP checks, transaction monitoring and file Suspicious Activity Reports (SAR) when necessary.

HCLTech   Lucknow (Feb 2022 - Feb 2024)

Customer Support Representative

- Worked as a proctor & auditor, coordinating with the candidates to launch their exam and troubleshooting any hiccups during the exam.
- Collaborated with technical teams to resolve portal-related technical issues.
- Mentored new joiners with the process and helped them to upscale their morale to take up their duties diligently.

SKILLS

- **Technical skills:** MS Excel, Jira, Salesforce, Zendesk, Google Suite, SQL, Python, PowerBI, Data Analysis and Visualization skills
- **Soft skills:** Analytical thinking, Interpersonal communication skills, Attention to detail, Problem-solving, Teamwork

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EDUCATION

Bachelor of Computer applications   (June 2020)

Indira Gandhi National Open University, Lucknow