

## **Priya Singh**

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**Address:** Dwarka, New Delhi

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### **Career Objective**

Achieving a position in the organization where my skills, sincerity and smart work will have remarkable contribution towards the growth of the organization which pursues me a challenging career.

### **Professional Summary**

- Contributed in team engagements through presentations and process improvement huddles.
- Good presentation skills with distinguished abilities of team building and taking initiatives, self-motivated fast learner, coordinate effectively across levels/ multi-location teams.
- Worked on various banking applications like **Image and Workflow, Online Compliance check, Case manager, debt manager**, etc.
- Knowledge of Advance MS-Excel and different versions of MS-Office.
- **QSA Level 1 & 2** qualified.
- **Agile Level-1** Certified

### **Work Experience**

**Senior Analyst R.B.S Services India Pvt. Ltd.**

**Duration: Dec 2014-Present**

#### **First Party Fraud (Project Concorde)**

- Dealing with administration side of managing out an account where in bank has taken decision to manage out customer due to suspected or confirmed fraud
- Closing customers account and transferring funds to suspense accounts
- Sending letters to customers according to their balance
- Linking customers profile to data base as suspected or confirmed fraud
- Contributing to team meetings, briefing training and coaching sessions
- Identifying the gap in process and bring them to logical closure.

#### **Fraud Reconciliations**

- Reconciliation of outstanding entries in suspense account and taking appropriate action on outstanding entries
- Verification of manual accounts like Non-Plastic, General ledger, ATM verification etc.

- The Non Plastic process is a daily verification of entries posted for previous working day.
- The purpose of verification is to ensure that all refunds are passed with the correct DP limits, the correct amounts are being refunded and that refunds are being portioned to correct business
- Taking regular follow up with onshore clients.

### **Fraud and Chargeback Operations (FCO)**

- Investigating the fraudulent transaction occurred on the customer's account
- Checking the chargeback to be raised or not, based on the detailed investigation.
- Raising chargeback for both customer's and retailer's account.
- Analysing whether various Charges applied on customer's account are eligible to be refunded or not.
- Creating and Maintaining the MI files for various data analysis and work allocation for the team on daily basis.

### **Estates Closure, Live closures, Indexing and ODCL**

- Worked in Estates Closure where I have to deal with estate of deceased and close accounts & transfer funds to any RBS branch or any other authorized financial institution in UK to their beneficiaries (Executor/NOK/Solicitors) after verifying legal court documents which are certified by bank personnel and do checks like AML (**Anti Money Laundering**).
- Responsible for both payments Bank line as well as Non-Bank line (SBT/IBP).

### **Rewards & Recognition**

- Identified various system and process improvements to increase efficiency and quality of the team.
- Received Silver Ovation for putting extraordinary efforts during contingency situation across Delhi and Chennai
- Achieved Bronze Ovation for initiating and implementing **Automation in Chargeback interest** and Charges operation.

### **Extra -Curricular Activities**

- Conducted different employee engagement programs like: Fun at work activities, organized several team meetings outside office
- Got Spot Ovation in RBS for Outstanding Performance, **Accuracy more than 99%** and learning new things is sole objective of my career.
- Appreciation mail from UK for providing helpful banking.

**Education**

<b>Year</b>	<b>Degree</b>	<b>Institute</b>	<b>Performance</b>
2014	MBA(HR and Marketing)	KIET , Ghaziabad	76
2012	BCA	University Of Allahabad	76
2009	Senior Secondary	YMCA Centenary School and College (CBSE)	75
2007	Higher Secondary	YMCA Centenary School and College(CBSE)	86

**DECLARATION:**

**I hereby inform that all above mentioned information is true and reliable**

**Dated: 25-Aug-2019**