

RESUME

SHYAM SINGH

Contact Number - 8920536434

Postal Address - 223/1 Street number 8, Padam Nagar Kishan Ganj, 110007

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OBJECTIVE

Dedicated and results-driven customer support professional with a proven track record in delivering exceptional service in dynamic environments. Possessing extensive experience in both food delivery customer support and financial crime customer support within the banking sector, I bring a unique blend of interpersonal skills and financial industry knowledge.

KEY HIGHLIGHTS

- Customer Support: Successfully managed customer inquiries, concerns, and order concerns in a fast-paced food delivery environment. Demonstrated strong problem-solving skills and a customer-centric approach, consistently exceeding service expectations.
- Financial Crime Customer Support (US and UK Banks): Excelled in the intricate field of financial crime customer support, contributing to the prevention and detection of fraudulent activities within the banking sector. Maintained compliance with regulatory requirements and ensured the security of customer accounts.

DOMAIN KNOWLEDGE

Anti Money laundry, Counter Terrorist Funding, Screening, Retail and Business Transaction Monitoring, KYC Verifications (post Onfido verification), Handling Pep Users for UK based banking process, front desk customer support for Fintech, SOF and SOW Verifications.

WORK EXPERIENCE

1. Customer Support Representative
Tenure - Jan 2020 - Feb 2022
Company Name - Teleperformance India Pvt Ltd
Responsibilities - Assisted customers in Zomato orders. Managed a high volume of customer inquiries, resolved issues promptly, and provided guidance on order tracking and delivery-related matters.
 - Assisted customers with RBL banking (front line customer support)

2. Customer Support Representative

Tenurity - May 2022 - Till Now

Company Name - TaskUs India Pvt Ltd

Responsibilities - Assisting customers with banking services, account verification, account updates, card issues and additional features of the financial product.

- Investigated and resolved suspected fraudulent activities, ensuring compliance with relevant financial regulations.
- Collaborated with cross-functional teams to enhance fraud detection mechanisms and reduce potential risks.
- Worked on screening users and payers, PEP handling, KYC verification, transaction monitoring (HVIT) and SOF and SOW verifications.

EDUCATIONAL QUALIFICATIONS

- Passed Bachelors of arts 2018
- Passed 12th from Central Board of Secondary Education with 75%
- Passed 10th from Central Board of Secondary Education with CGPA 7.0

STRENGTHS

- Customer Relationship Management
- Problem Resolution
- Regulatory Compliance
- Frontline and backend banking support
- Communication and Interpersonal Skills
- Time Management and Prioritization
- Expertise in Fintech knowledge

PERSONAL DETAILS

- Name : Shyam Singh
- Contact Number : 8920536434
- Postal Address - 223/1 Street number 8, Padam Nagar Kishan Ganj, 110007
- Email : singh10609@gmail.com
- Date of birth : 18-03-1995
- Nationality : Indian

DECLARATION

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

PLACE

Gurugram