**ANSHU KApOOR**

M: (343) 987-4277 E: anshurocks23@gmail.com

**SUMMARY OF QUALIFICATIONS**

* Over 8 years of experience as a Client Service Advisor, including over 3 years of experience as an analyst in merchant operation management
* MBA in HR and Finance and Bachelor Degree in Commerce
* Proven expertise in Microsoft Office including Word, Excel, PowerPoint and Outlook
* Demonstrated ability to maintain client data and documents on company’s CRM software and analyze the data on monthly basis to generate reports
* Automated 6 manual processes in collaboration with software development team in a 2 month period
* Strong commitment to excellent customer service and ability to work with customers to resolve issues in an amicable and prompt manner
* Resolved 300+ weekly customer inquiries via phone and email, consistently exceeding targets
* Served an average of 250+ high profile clients in any given week and consistently met benchmarks by applying sales’ strategies
* Pioneered development of improved system for following up with unsatisfied customers, reducing customer churn by 6%
* Mentored 4 new employees monthly on process and tools; such as Sales Force, MCC, TransUnion
* Documented customer interactions and reduced on-boarding time by 15% when new customer service representatives interact with customers

**WORK EXPERIENCE**

**American Express Banking Corp, India  2014-2022**

**Client Servicing Advisor/Lead Analyst OCT 2018 – FEB 2022**

* Onboarding thousands of customers and Know Your Customer (KYC) processes
* Verified business identities through the Ministry of Corporate Affairs before taking them onboard
* Successfully led new initiatives and projects while ensuring the development and growth of the team
* Prepared documentation on all the changes governed by risk and compliance
* Handled client maintenance and provided end to end support for all service related requests
* Analysed clients’ needs and directed them towards products that met those needs
* Explained free services, such as digital services, to increase customer engagement

***Master Analyst OCT 2017 – SEP 2018***

* Managed and executed financial transactions such as payments, reversals to card members and rectifications of incorrect payments
* Verified new merchant accounts and documents to ensure they adhered to the Anti-Money Laundering policy of the Reserve Bank of India
* Obtained information and maintained existing clients’ accounts such as bank changes, new address updates, legal and beneficiary name updates
* Resolved problems or discrepancies concerning the operating accounts
* Reconciled and managed customer ledgers

***Senior Analyst OCT 2016 – SEP 2017***

* Supported enquiries raised directly by Relationship Managers (Internal Stakeholders) including those received from the other departments
* Worked on additional adhoc activities such as national electronic funds transfers, exchange earners' foreign currency accounts, expired cheques/drafts
* Managed high priority merchant mailboxes to ensure timely and accurate responses
* Trained and mentored team members on processes such as payments, maintenance of existing accounts and more, to help them achieve their quality and performance targets

***Analyst FEB 2014 – SEP 2016***

* Automated processes like FIRA (Foreign Inward Remittance Advice) and Branch Addition in collaboration with software development team
* Analysed credit scores via TransUnion before onboarding merchant accounts
* Ensured the collection of overdue pending service fee and service tax accounts
* Organized, evaluated and improved activities or processes such as the payment procedures and reversals

**EDUCATION**

* MBA {Finance & HR} from National Institute of Management, India in 2012
* Bachelor of Commerce from Delhi University, India in 2009

**CERTIFICATES**

* **Customer Champ Award** Qtr-2 2020
* **Super Hero Award**-Best GPQ’ for 2018 – Awarded for outstanding behaviour and performance
* **Human Handbook Award** in 2018- Awarded for being an “encyclopedia of the processes”
* **CFN Super Hero Award**-Best GPQ’ for 2016–Awarded for outstanding behaviour and performance
* **CFN Hero Award**’ Qtr-1 2016 – Awarded for best GPQ
* **Certificate of Appreciation**’ Qtr-3 2015 – Awarded for the best CTR (Case Time Resolution)

**COMMUNITY INVOLVEMENT July 2021 Sept 2021**

Khalsa Aid, Punjab, India

* Performed all aspects of volunteer management including recruiting, interviewing, orientation, scheduling, relationship building, problem solving and attrition for over 100 volunteers
* Planned resources and budget for various events organized during the tenure including festivals and job fairs by collaborating with various non-profit organizations around the city
* Reviewed written reports and logged volunteer hours in volunteer database management system
* Organized and promoted programs on social media platforms leading to 12% increase in volunteer intake