

## PROFESSIONAL SUMMARY

Experienced working professional with a demonstrated history of working in the Banking, telecom & retail industry. Skilled on Reporting & Analysis, Microsoft Excel, SQL, and Predictive analytics. Strong business development professional with a Master's Degree focused in Computer Science from University of Rajasthan.

## WORK HISTORY

**Risk & Control** ( EMEA, US, APAC) • NatWest Group  
Guru gram, India • Dec 2019 to Present

- Analyzes, monitors, and completes control testing, control and risk education, and operational and risk support activities to the business.
- Establish and continuously improve a consistent compliance framework for the identification, management, monitoring and reporting of Compliance risks and issues.
- Works with the business to understand the controls currently in place to minimize risk. Tests control systems and communicates the successful and efficient performance of control and business recovery procedures.
- Drive a consistent approach to identify, assess, manage and report operational risk events, assessment issues and key risk indicators moving from a qualitative to a quantitative risk management model.
- Conduct compliance risk reviews and provide guidance for risk assessment in various business areas and evaluate effectiveness of internal control system. Testing, monitoring & reporting and investigations related to banking compliance.

**Business Analyst** • Royal Bank of Scotland

Guru gram, India • Feb 2014 to Nov 2019

- Responsible for the prevention and detection of potential fraud across all payment channels by reviewing customers' accounts.
- Monitor debit card fraud alerts daily and take necessary action to protect customers and the bank
- Identify fraud patterns through the monitoring of high-risk countries and merchants
- Review all alerts from external sources, including VISA CAMS, FICO, etc. and ensure that appropriate actions are taken to mitigate fraud
- Responsible for reconciling debit card fraud disputes claims with the Master Fraud Transactions

**Testing Engineer** • Convergys

Guru gram, India • June 2012 to December 2013

- Developed Test strategy, Test Plan and review Test scenarios and test cases.
- Working experience on Functional Testing, System Testing and Portability Testing.

- Responsible for efficient provisioning, operation, installation/configuration and proper maintenance of systems hardware, software and other related issues.
- Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet.

## SKILLS

- SQL
- SAS
- Python (Beginner)
- Microsoft Power BI
- HTML
- CSS
- Six Sigma Green Belt Certified
- Certified Salesforce Administrator
- Hadoop
- Spark

## EDUCATION

**Master of Science** - Computer Science • University of Rajasthan  
Jaipur- 2011

**Bachelor of Science** • University of Rajasthan  
Jaipur- 2008