



SHILADITYA GHOSH

Member of Risk & Insurance Management Society (RIMS)

E-Mail: shiladityag3@gmail.com Mobile No.: 971-501698637 (UAE) / 9748217158

JOB OBJECTIVE

A multi-faceted professional accustomed with proven management skills; targeting for Leadership opportunities in Branch Business, Business Development and sales.

CORE COMPETENCIES

Anti-Money
Laundering
Operations

Operational
excellence

Client
Acquisition

Client
Retention

KYC/ CDD/EDD

Business
Development

Stakeholder &
Client
Management

Process and
Compliance

Reporting &
Documentation

Team Building
& Leadership

ACADEMIC DETAILS

- ❖ **MBA (Marketing)** from Swami Vivekananda Institute of Management and Computer Science, WBUT in 2017

PROFILE SUMMARY

- ❖ Strategic professional with 5 Years of experience in Customer Acquisition, on boarding, Business Development, Branch Business and Sales.
- ❖ Promoting and spread awareness of the product and the brand.
- ❖ Expertise in preparing daily, weekly, monthly reports.
- ❖ Specialized in attending major corporate events, shows and camp engagement for generating new business leads.
- ❖ Expertise in marketing & promotional activities in order to generate new leads for transactions and ensuring a proper follow up
- ❖ Successfully led and motivated team towards growth and success in the organization; created a clear & compelling view of future through coaching and execution
- ❖ Member of Risk management society and pursuing ongoing course and awaiting for the examination.
- ❖ Proven expertise in managing banking transactions including cash management, deposits, withdrawals and customer service
- ❖ Skilled in validating KYC risk compliance based on research of customer records, verification of account purpose and legitimacy
- ❖ Ensured compliance with the code of conduct in addition to all other regulatory requirements; proven capabilities in managing Security, Vigilance, Investigations

WORK EXPERIENCE

Since Aprl'22| Redha Al Ansari Exchange.

Assistant Area In charge-Branch Operations-Dubai(UAE)

Key Result Areas:

- ❖ Developed short term and long-term business development procedures, engagement strategies and service standards; revenue expansion activities with key focus on top & bottom-line profitability. Make plans for Client Retentions, Client Acquisition .
- ❖ Execution of marketing & promotional activities in order to generate new leads for transactions and ensuring a proper follow up
- ❖ Working with business units (branch personnel, financial advisors) towards the growth and goal of the business.
- ❖ Conceptualizing and implementing competitive strategies for generating sales, developing and expanding market share towards the achievement of revenue and profitability targets Attended branch and customer telephonic general enquiries of products & services and providing suitable solutions
- ❖ Supervise all operational aspects at the counters.
- ❖ Check the rates of different currencies and discount pattern with the deal/operations department.

- ❖ **BBA (Marketing)** from Swami Vivekananda Institute of Management and Computer Science, WBUT in 2015

CERTIFICATIONS

- ❖ 2 Days Certificate Course in Stock Market by Karvy Stock Broking
- ❖ Attended 9th International Entrepreneurship Summit at IIM Kolkata
- ❖ Organized CSR events

IT SKILLS

- ❖ Microsoft Word
- ❖ Microsoft Excel
- ❖ Microsoft PowerPoint

SOFT SKILLS

- ❖ Collaborator
- ❖ Communicator
- ❖ Analytical
- ❖ Team Builder

PERSONAL DETAILS

Date of Birth:
20th January 1992

Languages Known:
English, Bengali and Hindi

Address:
5/18b sebakbaidya street Kolkata-700029

- ❖ Check the staff strength and attendance of reporting time against the planned weekly roster.
- ❖ Check all the emails and replying to important emails.
- ❖ Ensure AML Compliance in all business operations and follow the organizational standards of AML Compliance.
- ❖ Routine cash audits.
- ❖ Verify the high value transactions and the documentation for same to meet the AML guidelines and advise the responsible officer to precede filing.
- ❖ Reviewing and assessing process flows to detect potential risks, deficient controls, duplicated effort, extravagance, fraud, and non-compliance with laws, regulations, and management policies
- ❖ Administering and reviewing KYC Documentation oversight requirements; conducting reviews of client documentation/information submitted by business units.

Highlights :

- ❖ Being part of three new branch **opening**, including all the activities for new branches.

PREVIOUS EXPERIENCE

Jul'20- Nov'21| AL Ansari Exchange LLC Executive Operations-Dubai (UAE)

Key Result Areas:

- ❖ Managed all types of tickets including non-receipt of queries, transfer amendments, cancellations and settlement been done on time and faster closure of complaints through tickets
- ❖ Attended branch and customer telephonic general enquiries of products & services and providing suitable solutions
- ❖ Managed Indian corridor and coordinated with customers and other financial institutions in solving erroneous transactions.
- ❖ Maintain a friendly, yet professional demeanor with both customers and co employees.
- ❖ Adequate knowledge of internal circulars of the company and collection of information on banking related procedures

Highlights:

- ❖ Achieved top position within the department.

Dec'17-Jul'20| UAE Exchange Centre LLC, Dubai (UAE)

Dec'17-Dec'18| Service Officer

Since Dec'18: Relationship Manager-Ajman (UAE)

Key Result Areas:

- ❖ Enhance the business of Online Mobile Application.
- ❖ Served as a Point of Contact for clients and communicate with them with phone and email to respond to questions and requests
- ❖ Attending major corporate events ,Camp events and shows for generating new business leads
- ❖ Generated lead for investigating and assessing alerts for potential money laundering risks; ensured and facilitated closure of audit queries; managed end-to-end verification of all high value transactions
- ❖ Engaged in cross selling of other products like: Corporate Sales, WPS, and National Bond and Go Cash cards
- ❖ Managed financial remittance of domestic and international entities; engaged in Bank transfers, instant transfer for individual & corporate customers
- ❖ Issued Demand Draft, swift transfers, and instant money transfers like Xpress Money and Western Union Money Transfer
- ❖ Attended customer queries and providing them with perfect solution in timely

manner; engaged in buying and selling of foreign currencies

- ❖ Monitored the frequent transaction of the customer inward and outward remittance, FC sales/purchase; processed salary payments, utility bill payments and credit card payments and accepting cash for the same

Highlights:

- ❖ Achieved "**Core Value Award**, 2019" for Commitment, **Runner Up for OMT Acquisition**, in 2019
- ❖ Adhered **KYC, EDD and AML policies** in correct way to combat illegal funds

Aug'17-Dec'17| US Tech Solutions, Kolkata
As Recruiter

Key Result Areas:

- ❖ Worked with specially one client Morgan Stanley; placed many candidates for some critical positions and also being appreciated by the management

Jun'16-Aug'16| Weizmann Forex Ltd., Kolkata
Business Development Executive

Key Result Areas:

- ❖ Worked as Business Development Executive; managed overall potential and scope of foreign exchange in the market
- ❖ Identified and reported suspicious activities during monitoring to the Head of Compliance; obtained evidentiary documents in support of filing