

## CURRICULUM VITAE

Pritam Chakraborty

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An experienced professional with over 4 years of experience in Banking and E-Commerce industry which includes working in HK and NA based process.

### Core Competencies:

- ⇒ An efficient communicator with team player, organizational and motivational skills.
- ⇒ Quick Learner, Flexible and Adaptable.
- ⇒ Keen to accept new challenges, willing to gain additional experience.
- ⇒ Able to work on own initiative and as part of a team with full dedication and determination in order to maintain high quality standards.
- ⇒ Consistent time management and coordination abilities.
- ⇒ Good knowledge on Customer Due Diligence & Enhanced Due Diligence, Anti Money Laundering and Sanctions policies.

### Career Profile:

#### Amazon – India

November 07, 2017 to Present

#### Job profile and Responsibilities- SDS Associate (NA Tier-1/ RCR- Tier-2/ SLS) NORTH AMERICA/ SINGAPORE/ UK Marketplace.

- Responsible for handling Independent Delivery Partner queries and feedback for NA region.
- Maintain the SLA with adherence to ACHT and PRR.
- Undertook Mining of contacts as and when required.
- Currently working as Interim Resolution Specialist.

#### HSBC – India

March 2015 to October 2017

### Last 2 Performance Appraisals:

YTD 2016: Rating 3

YTD 2015: Rating 3

**Achievements:**

- Recipient of **Top Performer award** in May '16 & August '16.
- Received Special Recognition (H1) 2016.
- Recognized for being a part of the Best Team of VP Section in 2016.

**Job profile and Responsibilities- Analyst- CDD –CMB Renewals: (From March 2015 – October 2017)**

**HONG KONG Region**

- Started of my career with HSBC with KYC Services(CMB Renewals)
- Responsible for completing KYC Review of existing CMB HK Corporate clients.
- KYC Remediation(End to End) of Corporate Clients including Annual Reviews, Trigger Events, Trade & Payment Sanctions.
- Gather all necessary client data from core systems to enable decisioning based on client classification and obtain the required documents from relationship manager to complete the review.
- Follow –up with the stakeholders to get the desired information.
- Responsible to implement a robust control framework for customer due diligence to be complaint with global standards and AML regulations.
- Played a vital role while setting up the Automation tool for KYC Support team.
- Contributed ideas and suggested improvements in the tool which helped the team get familiarized with the tool quicker.
- Supported KPMG Payment Curtailment Process.

**Educational Qualification:**

<b>Name of the Examination</b>	<b>Board/University</b>	<b>Year of Passing</b>
B.Com	University of Pune, India	2011
AISSCE	C.B.S.E., India	2008
AISSE	C.B.S.E. , India	2006

**Technical skills**

- Proficient in using program as Microsoft Windows, Microsoft office( Word/Excel/PowerPoint)
- Experience in working on Lotus notes and Microsoft outlook.

**Personal Information**

- DOB- 26 January 1990
- Nationality- Indian
- Marital Status- Single
- Linguistic abilities- English, Bengali & Hindi

I hereby declare that all the particulars given above are true and correct to best of my knowledge.

Pritam Chakraborty