



# Preetam Mukhopadhyay

Bachelor of Technology,  
Computer Science & Engineering

## Contact

### Address

38, M.M. Feeder Road, Ariadaha,  
Kolkata, 700057

### Phone

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### E-mail

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## DOB

10/05/1996

## Skills

- Ms Excel
- Ms Powerpoint
- Ms Word
- KYC
- Customer Form Processing
- Customer Data Management
- Transaction Reviews
- AML/Due Diligence
- Compliance Management
- Internal Audit

## Work Experience

**Marble Box Solutions LLP** (January 2024-Till Date)

### Process Associate – US Insurance

#### Job Role:

- Performing day to day transactions
- Creating quote for new policy
- Creating Billing statement for agency
- Payment Follow up and reminder
- Following up transactions on behalf of agency
- Creating Delivery Report and other reports
- Client communication to solve issues which are faced during executing any transactions
- Data validation and internal audits
- Invoice processing
- Client Onboarding (Transition)

**AXIS BANK LIMITED** (July 2023- December 2023)

### Assistant Manager (Operations)

#### Job Role::

- Scrutinizing AOFs/Customer Request
- Following up with customer due for ReKYC & Processing of ReKYC requests
- Onboarding New Customers
- Carrying out due diligence during customer onboarding and subsequent account servicing
- KYC Verification and Updating record as per kyc
- Customer Field Verification
- Outward clearing cheque acceptance & processing the same as per guidelines
- Following suspicious and high risk account to detect fraudulent transactions
- Obtaining inwarding clearing cheque referral confirmation & updating the same in system as per process
- Authorization of transactions NEFT/RTGS/Transfer/Cash Payment/Cash Receipt etc.
- Fixed Deposit Processing Opening / Closing / Servicing
- Processing EasyPay Transaction (Maker)
- Attending to Corporate queries over mail / phone
- Monitoring of Service Requests
- Driving customer contactability
- Processing of forms under eWorkflow/eForms
- Ensuring meticulous compliance to regulatory guidelines and internal guidelines while dealing with customers
- Handling of customer complaints and recording the resolution provided
- Handling of financial and non financial transactions for customer- first time right

## Language Known

- English
- Hindi
- Bengali

## Strength

- Quick Learner
- Analytical and problem solving Skills
- Flexibility to adopt new task
- Communication Skill
- Team management capacity
- Arithmetical Skill

## Hobbies

- Bicycle riding
- Listening Music

## Education

- **B. Tech.(2017) Computer Science & Engineering, CGPA – 7.35**

BUDGE BUDGE INSTITUTE OF TECHNOLOGY [MAKAUT]

- **Higher Secondary (2013) Percentage – 60.2%**

ARIADHA KALACHAND HIGH SCHOOL (WBCHSE)

- **Madhyamik (2011) Percentage – 77.75%**

ARIADHA KALACHAND HIGH SCHOOL (WBBSE)

## Declaration

I certify that the information provided in this resume is true and accurate to the best of my knowledge

PLACE : KOLKATA

**PREETAM MUKHOPDADHYAY**