Alankar Chatterjee

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Professional Summary

Results-driven financial services professional with 5+ years of experience, including 2 years in KYC and AML compliance and 3 years in Mastercard chargebacks and Visa dispute resolution. Proven expertise in identifying suspicious activity, analyzing complex transactional data, and ensuring strict adherence to AML and KYC regulations. Adept at conducting internal quality audits, delivering targeted training, and driving process enhancements that improve efficiency and reduce risk. Known for strong analytical thinking, leadership, and a commitment to ethical, high-standard financial operations.

Experience

Tata Consultancy Services | KYC Analyst   **2023 - 2025**

- Successfully evaluated and monitored transactional activities to identify potential suspicious activities, ensuring compliance with AML and fraud prevention standards.

- Verified client identities and assessed the purpose and nature of their relationships with the financial institution, ensuring adherence to KYC policies and regulatory requirements.

- Identified data anomalies and potential red flags related to money laundering, terrorist financing, fraud, and sanctions violations. Escalated cases for further review, ensuring timely and accurate reporting.

- Maintained strict compliance with designated timeframes and procedural guidelines, delivering high-quality work within deadlines.

Tata Consultancy Services | SME and Internal Quality Auditor Chargebacks   **2020 - 2023**

- Spearheaded the role of Subject Matter Expert for Mastercard first chargebacks and pre-arbitration, ensuring a 98%+ accuracy rate in dispute resolution.

- Designed and delivered training programs for 50+ new hires and 35 experienced associates across multiple work areas.

- Conducted comprehensive internal quality audits.

- Identified and addressed process gaps, reducing error rates by 30% and improving dispute resolution turnaround time.

- Engaged with clients and implemented best practices that minimized chargeback losses and improved overall recovery rates.

- Given multiple process improvement ideas and did many automations which has reduced the manual work and increased the process efficiency drastically.
- Generated regular reports on incoming arbitrations, scheme ruling and chargeback trends, enabling strategic decision-making and risk mitigation.
- Managed a team of 15 FTEs efficiently.

Education

B.A. English Honors | Vidyasagar University   **2016 - 2019**
Percentage: 56% | Division: 2nd

Higher Secondary in Science | WBCHSE   **2015 - 2016**
Percentage: 71% | Division: 1st

Achievements

- Awarded Best Performer for three consecutive quarters, recognizing consistent excellence and dedication.
- Honored with the Star Performer Award by the client for outstanding contributions and performance.
- Received multiple client appreciations for driving impactful process improvements and delivering operational efficiency.

Certifications

- Diploma in Software Application | Webel   2019
- Lean Six Sigma Green Belt | Tata Consultancy Services   2023

Skills

- Advanced Excel, Word and PowerPoint
- Excel Macros and Dashboards
- Analytical Skill and Sound Decision Making
- Quick Learning Ability
- Good Rapport Building Skill
- Leadership Quality

Languages Known

English (Read, Speak, Write) | Bengali (Read, Speak, Write) | Hindi (Read, Speak)