



Bikram Chowdhury

Kolkata, West Bengal

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Objective

Banking professional with 2 years of experience in client relationship management and regulatory compliance at ICICI Bank. Hands-on experience using core banking systems such as Finacle, CRM, and Genesis to manage customer data, identify discrepancies, and ensure operational accuracy. Seeking to transition into an AML/KYC Analyst role to apply compliance knowledge and contribute to financial crime prevention initiatives.

Experience

- ICICI Bank Ltd.** Aug-2023 - Present
E-Relationship Manager | Deputy Manager II
 - Acted as a single point of contact for a portfolio of high-value clients, ensuring regulatory compliance during client servicing and transaction handling.
 - Providing solutions to the customers regarding their queries related to financial transactions, validating customer documentation (ID proof, address proof, PAN, etc.) in accordance with RBI and internal bank compliance policies.
 - Providing financial advisory for various products offered by Banks.
 - Maintained customer profiles, and transactional behavior in core systems like Finacle, CRM, and Genesis for accurate client monitoring and reporting.
 - Collaborated with compliance and operations teams for timely resolution of KYC-related issues and audits.

Education

- Eastern Institute for Integrated Learning in Management, Kolkata** 2021-2023
Master of Business Administration in Finance
72.12%
- Seth Anandram Jaipuria College** 2017-2020
Bachelor of Commerce
58.61%
- St.Xavier's Institution** 2016-2017
ISC
69.25%
- St.Xavier's Institution** 2014-2015
ICSE
83%

Skills

- Microsoft Office ~ Excel, Word, PowerPoint, Outlook, Powerbi
- Infosys Finacle
- Genesys Software
- CRM
- Tally Prime, Tally Erp 9

Projects

- Capital Market Intern, Finvision Capital Markets LLP**
 - Conducted research on financial markets and securities, analyzing market trends.
 - Assisted in the creation of investment strategies and portfolio management, utilizing technical analysis.
 - Analyzed a particular sector and read the charts to understand market behavior.
- Management Trainee, Aditya Birla Fashion and Retail Limited**
 - Assisted in developing and implementing strategies to improve sales performance and increase customer satisfaction.
 - Collaborated with teams to optimize inventory levels, ensuring adequate stock availability.

- Analyzed the data from the company to check improvements and manage inventory.

Interests

- Football Match Analysis, Playing and watching football.
- Cooking

Languages

- English
- Bengali
- Hindi

Certifications

- **NISM VA - Mutual Funds Distributors Certifications**
Issued by National Institute of Securities Market
Credential Id - 202300150172
- **Tally Financial Accounting**
Issued by Tally Academy
Credential ID - WB-ULT-2021-13-1018
- **Insurance Regulatory and Development Authority of India**
Issued by Insurance Institute of India
Training ID : 7427146
URN No : CAI1209230399
- **Financial Modelling and Valuation (using Ms Excel)**
Issued by Career Bulls Institute
Credential Id - CBFMV/714/04
- **Foundation in AML and KYC**
Issued by KYC lookup
Credential Id - #782462