



# 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

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

## Languages

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- English
- Bengali
- Hindi

## Certifications

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- **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