

---

## Sounak Biswas

---

1D, Block C, Vaishnawi Garden, James Long Sarani, Joka, Kolkata 700104  
8450949509 | sounakbiswas94@gmail.com

---

### Objective

---

Analytical and detail-focused professional with experience in fraud detection, credit assessments, and dispute resolution, seeking an Analyst role. Aiming to leverage investigative abilities and a strong commitment to risk management to contribute to financial integrity and compliance excellence within AML RightSource.

---

### Experience

---

- BT Group** 18/8/2022 - 15/10/2025  
Business Support Advisor
  - Managed complex customer interactions involving billing disputes, fraud checks, and assessment of creditworthiness for small business clients.
  - Analyzed account behavior and credit scores to approve new service lines and set up payment plans.
  - Ensured strict compliance with data protection while maintaining high customer satisfaction.
  - Mentored new team members and supported process improvements for efficient dispute resolution.
- Nature Technologies Pvt Ltd** 18/11/2019 - 12/4/2022  
Executive Level 2
  - Resolved client disputes for US and Canadian car dealerships, verified billing info, and scheduled appointments.
  - Handled confidential customer data, ensuring accuracy and compliance with financial procedures.
- Concentrix Daksh Services India Pvt Ltd** 19/3/2019 - 26/5/2019  
Representative, Operations  
Provided dedicated support to domestic Jio customers, addressing inquiries, troubleshooting issues, and ensuring timely resolution to enhance customer satisfaction.

---

### Skills

---

- Excellent Communication Skills
- Interpersonal skills
- Analytical Thinking
- Decision Making
- Compliance & Data Privacy Awareness
- Attention to detail & accuracy
- Mentoring & Knowledge Sharing

---

### Why AML Rightsource

---

- Working with sensitive financial data has honed my attention to detail and investigative mindset. I'm motivated to apply these skills in AML to identify risks, ensure compliance, and contribute to safeguarding financial systems.

---

### Education

---

- IGNOU** 2022  
Bachelor of Arts (Majors in English)  
56%

---

### Interests

---

- Passionate Photographer-trying to capture people, emotions and drama, I am active on my own blog as well.
- I'm a cinophile as I believe cinema is meant to be experienced, I admire works of Satyajit Ray, Mrinal Sen, Martin Scorsese, David Fincher and Quentin Tarantino.

---

### Declaration

---

- Above Information is true to my knowledge and belief.