Srinjoy Banerjee

SB

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Summary

Dynamic Risk Analyst and Support Specialist with 5 years' experience in driving operational excellence and mitigating business risks. Excel in analyzing data, identifying process improvement opportunities, and implementing strategic solutions. Skilled in automation, trend analysis, and regulatory compliance. Proven track record in leading cross-functional initiatives and delivering substantial productivity and quality improvements. Proficient in Microsoft Excel, SQL databases, and communication design. Adept at root cause analysis, quality control, and market research.

Skills

- Risk Analysis
- Microsoft Excel
- SQL Databases
- Data Analysis
- Quality Control
- Root Cause Analysis
- Customer Satisfaction
- Customer Account Management
- Communication Skills
- Customer Service

Education and Training

B.tech
Narula institute of technology
Kolkata
Mechanical, 05/2018

Experience

BT
Process Associate | KOLKATA   12/2024 to Current

- Performed data entry tasks to update customer records and maintain accuracy of information.
- Resolved customer service inquiries within established time frames while maintaining a high level of quality assurance.
- Monitored performance metrics to measure process effectiveness.
- Identified potential risks associated with processes and recommended corrective actions.
- Ensured that all AML and KYC policies are properly implemented across the organization.
- Updated client profiles with relevant KYC information.

Revolut
Support specialist (Analyst-ID&V) | KOLKATA   05/2024 to 11/2024

- Developed effective customer communication strategies to ensure compliance with KYC regulations
- Maintained up-to-date knowledge of KYC regulations and best practice
- Analyzed customer data and documents to identify potential risks and money laundering activities
- Developed a customer profiling system to identify customers with suspicious activity or financial irregularities
- Analyzed customer data to identify trends and patterns in customer behavior

Amazon India
Risk Analyst | Bangalore   05/2019 to 01/2024

- Acts as a first point of contact for the whole team in absence of the manager and also as an SME to the whole team
- Time-To-Remedy Project: I was entrusted with performing audits on the market research cases for the site to do proper RCA and reduce the ETA for end customer resolution
- I was able to burn down queues load from 141% to 121% with identifying same fraudulent patterns in different

marketplaces and automating them by running SQL queries
- Identifying opportunities for process improvement and automation on a regular basis by trend analysis
- Conducted reviews of customer profiles and transactions to ensure compliance with AML regulations
- Analyzed customer data to identify and investigate high-risk customers and transactions

Languages

- English
- Hindi
- Bengali