



IHTESHAM AFZAL

FINCRIME ANALYST (EXTERNAL ENQUIRIES) | DOCUMENTATION & INVESTIGATIONS | COMPLIANCE OPERATIONS

Contact Information

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📍 Kolkata

Languages

- English – Fluent (Spoken & Written)
- Hindi – Native
- Bengali – Fluent
- Urdu – Fluent
- Arabic – Fluent

Education Background

- **Master of Business Administration**
(Minor in Finance)
Malaysia University of Science & Technology
2023
- **Bachelor of Business Administration**
(Minor in Finance)
NSHM College of Management & Technology
2021
- **Higher Secondary (ISC)**
St. Thomas' Boys' School, Kolkata
2018
- **Higher Secondary (ICSE)**
St. Thomas' Boys' School, Kolkata
2016

CORE SKILLS & COMPETENCIES

- External Enquiry Handling • Documentation Drafting
- Case Management • Escalations & Red Flag Identification
- Stakeholder Communication (Internal & External)
- Time-Sensitive Operations • High-Accuracy Reporting
- Financial Data Investigation • Root Cause Analysis
- Confidential Information Handling • Compliance Support
- MS Excel (Pivot, VLOOKUP) • ERP Systems (SAP, Oracle HRMS)
- Attention to Detail • Multitasking Under Pressure

Career Objective

Detail-oriented analyst with strong experience in documentation handling, cross-functional coordination, client communication, and time-sensitive issue resolution. Background in financial operations, reconciliations and audit-ready reporting with a proven ability to manage confidential information, escalate red flags and deliver accurate responses under pressure. Strong written communication, stakeholder management, and analytical skills suited for handling law-enforcement enquiries, third-party requests and regulatory-driven documentation processes.

Professional Experience

S. N Star Company | Accounts Receivable & Operations Analyst *Aug 2023 – Nov 2025*

- Managed sensitive financial records, reconciliations and audit documentation with a high degree of accuracy and confidentiality.
- Investigated discrepancies such as unapplied/unidentified cash items, coordinating with banks and external parties – mirroring FinCrime investigative workflows.
- Drafted structured reports and case summaries for internal leadership and cross-functional teams.
- Escalated irregularities and payment red flags to senior stakeholders, ensuring compliance with internal controls.
- Responded to time-bound information requests from internal teams, demonstrating precision and clarity in documentation.

Coffee Day Beverages | Sales Executive (Finance & Collection Support) *May 2023 – July 2023*

- Served as a point of contact for escalations, resolving sensitive client-related financial issues.
- Prepared and verified documentation for settlements, billing corrections and reconciliations within strict deadlines.
- Coordinated with internal departments to handle complex queries and provide accurate, audit-ready information.
- Strengthened communication flow between stakeholders to close cases faster and reduce pending issues.

J.D. Jones | Market Research & Data Analysis Intern *May 2022 – July 2022*

- Conducted data-driven analysis to prepare structured reports, summaries and insights used by senior management.
- Interpreted raw information into clear documentation – directly relevant to structured FinCrime case writing.

HiCare | Market Research & Customer Insights Intern *June 2019 – August 2019*

- Analyzed customer data and prepared detailed findings for management decision-making.
- Improved accuracy of feedback categorization and reporting by identifying pattern-based anomalies.

Certifications

- **Customer Relationship Management**
(Great Learning Academy)
- **Agile Innovation & Problem Solving Skills**
(University System of Maryland)

Interests

- Investing in the stock market
- Reading & Writing
- Motorcycling