



# SHREYA DATTA

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## Objective

Assertive, proactive, result-driven seasoned professional with over 4 years of strong expertise in the financial industry, banking, and customer support domain. Known for excellent people skills, computer proficiency, and extensive experience in finance handling, wealth generation, and regulatory compliance including KYC and Customer Due Diligence (CDD). A competitive and capable performer who thrives under pressure and adapts seamlessly to varied job assignments. Avid learner with a growth mindset, seeking opportunities to apply skills and contribute meaningfully to business success and personal career growth.

## Experience

- Kotak Mahindra Bank Ltd – Kolkata** December 2024 - Present  
Deputy Manager
  - Leading banking operations, client servicing, and financial product solutions.
  - Ensuring regulatory compliance by conducting thorough KYC checks and Customer Due Diligence (CDD) for new and existing customers.
  - Driving sales of investment and insurance products tailored to customer profiles.
  - Monitoring branch-level risk indicators and maintaining compliance across all transactions.
  - Supporting process excellence through MIS reporting, audit readiness, and operational controls.
- Axis Bank Ltd – Kolkata** March 2021 - December 2024  
Assistant Manager
  - Managed end-to-end branch operations, sales, and client relationship development including HNI client portfolios.
  - Conducted comprehensive KYC and Customer Due Diligence (CDD) processes for account openings, risk profiling, and transaction monitoring.
  - Verified and authorized critical documents: account forms, demat, KYC, deposits, and locker assignments.
  - Produced daily transaction summaries and MIS reports for audits, risk reviews, and compliance checks.
  - Executed banking functions such as NEFT/RTGS transfers, remittances, stop payments, and foreign currency dealings.
  - Supported business growth via cross-selling and upselling of MFs, insurance, bonds, SIPs, and CASA.
  - Addressed and resolved customer grievances promptly through effective communication and service.
  - Knowledge & expertise in All the Banking products & services like **Savings & Current Account, Digital Banking, KYC & Customer Due Diligence, Risk Assessment.**

## Education

- Adamas Institute of Technology, under MAKAUT** 2018  
B.Tech (Computer Science)

## Skills

- Core Banking & Branch Operations
- KYC & Customer Due Diligence (CDD)
- Regulatory & Risk Compliance
- Customer Relationship Management
- Investment & Bancassurance Sales
- Audit & MIS Reporting
- Financial Product Expertise (MF, SIPs, Bonds, Insurance)
- Portfolio Management (CASA, FD/RD, Gold Bonds)
- Cross-selling & Upselling
- MS Word & MS Excel

## Certifications

- Fighting Modern Slavery & Human Trafficking Part 2 from ACAMS
- Foundation in AML and KYC from KYC lookup
- Ending Illegal Wildlife Trade from ACAMS
- Preventing Online Child Exploitation from ACAMS
- Enhancing financial inclusion with a risk-based approach from ACAMS
- The ABC of Banking and Insurance Business: The AML, KYC, NAIC, IFRS and more from LinkedIn Learning
- NISM V A certification
- IRDAI IC-38 certification

## Languages

- Bengali
- English
- Hindi

## Declaration

- I hereby declare that the above mentioned information is correct upto my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

Date : 31/05/2025

Place : Howrah