



SAYANTANI GHOSH

As a dedicated Individual Contributor, I excel in delivering high-quality results while meeting productivity targets. My strong time-management skills enable me to handle multiple projects simultaneously with precision. I maintain a positive and professional demeanor, fostering long-term client relationships. Committed to continuous learning and professional growth in a dynamic environment.

✉ sayantani.ghosh1298@gmail.com

☎ 8337085032

📍 Kolkata

WORK EXPERIENCE

Client Specialist- Engagement Support Service (Canada) Vialto Partners

11/2024 - Present

KOLKATA

Achievements/Tasks

- Acted as the primary point of contact for clients across Canada and the U.S., international offices, and internal teams, ensuring seamless workflow coordination and adherence to deadlines.
- Managed and monitored service delivery, ensuring compliance with service level agreements (SLAs) by running reports, tracking statuses, and sending timely reminders.
- Oversaw tax compliance and consulting service delivery for international clients, coordinating with multiple stakeholders and ensuring regulatory adherence.
- Led multiple projects simultaneously, ensuring timely delivery, high-quality standards, and proactive issue resolution.
- Identified potential challenges, escalated issues to project managers, and resolved data discrepancies to ensure accuracy and efficiency.
- Contributed to process improvements by identifying operational inefficiencies and leading strategic initiatives to enhance productivity.
- Establishing critical reporting/MIS, driving business communication, and conducting reviews with senior stakeholders, business teams, and other important stakeholders across the department.

Deputy Manager ICICI BANK

07/2022 - 11/2024

kolkata

Achievements/Tasks

- Adeptly managed large and mid-sized business portfolios, cultivating strong, trust-based client relationships.
- Spearheaded core banking operations with proficiency, overseeing cash management. Ensuring all banking operations are carried out smoothly and effectively.
- Revenue generation by converting potential prospects by driving sales through relationship management and portfolio creation for the clients.
- Conducted KYC/CDD/EDD reviews on high-risk clients and firms to ensure compliance with AML regulations. Identified potential red flags in customer transactions. Collaborated with internal teams to strengthen risk mitigation strategies.
- Performed transaction monitoring of new accounts and investigated suspicious activities to prevent money laundering and financial fraud.
- Conducted risk assessments on corporate and individual clients to identify potential money laundering risks.

EDUCATION

MBA (Master Of Business Administration) Globsyn Business School

05/2020 - 04/2022

BBA (Bachelor Of Business Administration) Institute Of Engineering And Management

07/2016 - 05/2019

Higher Secondary (XII) Hartley Higher Secondary School

05/2016

SKILLS

- Advance Excel
- MS Office
- SQL
- Communication
- Time Management
- Team Work
- Leadership
- Analytical & Critical Thinking
- Risk & Compliance
- Problem-Solving
- Project Management
- Quick Learner
- Flexibility/Adaptability
- Perseverance

ACHIEVEMENT & AWARDS

Internship Excellence and PPO Offer

Earned recognition and a pre-placement offer for exceptional delivery during the internship project at ICICI Bank, demonstrating internship excellence.

Client Relationship Management and Performance Goal Attainment

Promoted to Deputy Manager role at ICICI Bank for outstanding client relationship management, account retention, and timely attainment of performance goals.

Leadership Award

Globsyn Business School- KYLY(Care for Society)

Excellence in Market Research Award

Recognized as the recipient of the Award twice for Excellence in Market Research, underscoring proficiency and outstanding contributions in the field of banking by the Branch Head & Regional Head for achieving yearly target in ICICI bank.

Stock Mind Season 6 Competition

Qualified for the college round of Stock Mind Season 6, a financial learning program organized by ICICI Direct, showcasing aptitude in finance.



INTERNSHIP EXPERIENCE

ICICI Bank – Leveraging Digital Channels for Enhancing Customer Experience and Analysis of Micro-Market (05/2021 – 07/2021)

Educated customers on ICICI's product offerings, identified potential leads, and gathered insights to improve digital technology and user experience. Conducted micro-market analysis by mapping customer segments, studying competitor banks' presence, and performing SWOT analysis. Leveraged market research to uncover new business opportunities in the catchment area.

GroSum – Marketing Intern (06/2018 – 07/2018)

Reached out to leading HR professionals across companies to understand their employee performance management approaches. Convinced HR professionals to give interviews and gathered insights on employee performance management practices. Interviewed HR personnel to gain knowledge about strategies for managing employee performance in their organizations.



CERTIFICATES

Management Information System– Phoenix Computer Education and Training

Certification covering the study of information systems from Phoenix Computer Education and Training

Marketing Research and Analysis – NPTEL Online Course

Marketing Research and Analysis exploring various marketing research techniques

Introduction to Business Management – Future Learn

An introductory course on business management principles and practices

Omni-Channel Retailing and Supply Chain –Future Learn

A course exploring omnichannel retail strategies and supply chain management

Product And Brand Management – Globsyn Business School

A certification on product and brand management concepts

Fundamentals of Digital Marketing– Google Digital Garage

Certification from Google Digital Garage covering basics of digital marketing strategies

Google G-Suite – Udemy

A certification google G-Suite

Udemy Advance Excel Course

A certification course on excel and advance excel



ACHIEVEMENT& AWARDS

Research Paper Presentations

Conducted insightful market research on digital marketing trends and consumer behavior and understanding the dependency on e-commerce, presented research paper and Explored the recruitment pattern during Covid-19 Pandemic and conducted market research at GMC(Globsyn Management Conference- 2021& 2020)



LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Bengali

Full Professional Proficiency



INTERESTS

Dancing

Cooking

Baking

Travelling