

Irani Mitra

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Objective

Make a positive impact in my field of activity leading to Organization growth by putting my all efforts in the work assigned to me where I can grow along with the organization.

Work experience:

- Manager Investigative reporting at HSBC bank: From June 2024 till date.

Currently I am associated to Investigative reporting. I conduct written review of escalated cases to identify any probable financial crime concern. These are escalated from different sources which is associated to Transaction monitoring team, fraud operations, cross border referrals, name screening process etc.

- Previous experience: HSBC bank as Sr. Fraud Officer: From 24.09.2020 till June 2024.

I have investigated internally about any payment held for review by the system. This was guided by red flags and procedures, also made customers aware of fraud and scams happening around and try to prevent financial loss to the bank through telephonic conversation.

My job requires to observe the customer's banking behaviour to mitigate first party fraud, for both personal and business customers. I have worked as blended staff contributing to both outbound and inbound voice process catering to UK region. Sometime initiating conversation by email to customers or relationship managers were done by me as per business requirement.

I have been working as a subject matter expert from December 2022, in the above-mentioned process (off paper) till June 2024. This involves process training, doing call audit, performance management throughout the on job training period, conducting daily meeting with senior stakeholders, coordinating with different teams, data management. Also, I provide floor support to multiple teams within the same process simultaneously. Successfully helped 4 batches of people to go on-board till June, where team strength is from 4 to 8 people per batch in Kolkata, Hyderabad, Bangalore, Manila.

- ICFAI Foundation for Higher Education as Marketing Officer: From 14.02.2020 — 14.09.2020

I have done field visit for data collection from MBA aspirant students, also cold calling to students to get them to opt for IBSAT exam form fill up. Coordinate to collages for seminars representing ICFAI, also coordinate with MBA preparation centres to gather student data for form fill up followed by admission have been done by me.

- ISBM as Education Councillor: From 27.02.2018 - 13.02.2020

I have done cold calling for students and working professionals and generated prospective buyers. My job required for target achievement through sales. Also, follow up existing students for payment collection have been done. Additionally, doing operational activities like documentation of enrolling and existing candidates. Providing post sales services, and solving problems for students, taking care of the reception and coordinating was done proactively.

Education

- B.A in English from Calcutta University 2019 pass out.