

RAJEEV KUMAR MISHRA

Vatika Apartment, B1-185/186, Flat No 217

17 Main Bharat Vihar Road, Raja Puri, New Delhi - 110059

Mobile: +919654934698; Email: rajeev.mishra27@hotmail.com

LinkedIn: <https://www.linkedin.com/in/rajeev-mishra-521aa758/>



PROFILE SUMMARY

- Seasoned professional with over **11** years of experience leading a team of 40 colleagues in direct or indirect capacity, specializing in **optimizing operations, business transformation, business rigor, risk and compliance, governance, policy implementation, and audit support**.
- Adept at developing and implementing **process improvements**, managing cross-functional teams, and ensuring operational efficiency.
- Skilled in **strategic planning, stakeholder engagement and performance management** to achieve organizational goals.
- Experience in ensuring compliance with the code of conduct in addition to all other regulatory requirements, including **data protection, information security and Anti Money Laundering (AML) regulations**.
- Strong **leadership** abilities with a proven track record of enhancing productivity, fostering team collaboration and delivering measurable results.
- Achieved an impeccable record of building **high-performance high value team**, implementing continuous improvement programs, process enhancements and partnering with global stakeholders to drive business growth and success.
- Possess **strong interpersonal skills**, enabling **effective communication** with clients, team members and stakeholders across all regions.



CORE COMPETENCIES

- Team Leadership & Performance Management
- Process Improvement and Optimization
- Business Transformation and Rigor
- Regulatory Compliance and Audit Support
- Risk Mitigation and Control
- Project and Change Management
- Stakeholder Engagement



TECHNICAL SKILLS

- Regulatory Compliance Standards (AML / KYC)
- Financial Crimes Compliance
- Transaction Monitoring & Suspicious Activity Identification
- Enhanced Due Diligence
- Governance & Implementations
- Commercial Underwriting
- Salesforce, Accessline Payments Platform, UW Model



PROFESSIONAL EXPERIENCE

Analyst – Risk Management Operations | American Express | Gurugram | Aug 2019 – Apr 2025

- Lead a team of over 40 employees (including stakeholders), overseeing daily operations and ensuring efficiency.
- Spearheaded initiatives and projects related to operational efficiency, risk management operations and business transformations that increased productivity by 12% and reduced FXIP business costs by 20%.
- Supporting key strategic initiatives for the Accessline / FXIP business and leading projects related to Operational Risk Management, Credit Risk Management and Fraud Risk Management.
- Engage with key stakeholders to drive and deliver exceptional business performance through strong communication, for the delivery of a range of high value, high volume business critical processes, for ensuring that policies are adhered to achieve market leading processing capability



HIGHLIGHTS:

- Achieved consistent top performer status, displayed dedication and commitment to excellence at workplace.
- Successfully built high performance team and fostered a collaborative and supportive work environment.
- Managed business transformation and rigor by successfully implementing Project Osprey, Project Bolt, E2E Onboarding Project and Limits Alignment Project etc.

FXIP Operations Analyst | American Express | Gurugram | Feb 2017 – Aug 2019

- KYC on new FXIP applications, KYC refresh on existing customers and risk management related to transaction monitoring focused on adhering with AML investigations policies.
- Completed internal quality control and compliance testing throughout FES global business units. This included monitoring and assessment of compliance with local regulatory requirements and Amex internal policies.
- Supported and led process automations relating to account set-ups and transaction monitoring.

HIGHLIGHTS:

- Recognized for implementing Quality Control and updating Process SOP for the KYC refresh process.
- Achieved quality matrix throughout the year with Zero error.

Operations Analyst | Manpower Group Services India Pvt Ltd for American Express | Gurugram | May 2016 – Feb 2017

- KYC on new FXIP applications, KYC refresh on existing customers and risk management related to transaction monitoring focused on adhering with AML investigations policies.
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HIGHLIGHTS:

- Recognized for implementing Quality Control and updating Process SOP for the KYC refresh process.
- Achieved quality matrix throughout the year with Zero error.

Business Development Associate | EFSC India | New Delhi | Aug 2015 – May 2016

- Providing trading advisory to the clients and helping them trade in the global ‘Spot Forex and Commodities’ market on MT4 platform and in Indian share market via trading platforms (demat/trading account) of companies like ICICI Direct.
- Writing research reports on the market outlook based on fundamental and technical analysis.

HIGHLIGHTS:

- Awarded best employee in consecutive quarters for driving business by acquiring traders from Japan and Europe.
- Led social media marketing and search engine optimization projects for the company.

Business Development Associate | Fidelis Capital Markets | Gurugram | Mar 2014 – Aug 2015

- Providing trading advisory to the clients and helping them trade in the ‘Spot Forex and Commodities’ market on MT4 platform, alongside selling the company trading platform services and acquiring deposits for trading.
- Writing research reports on the market outlook based on fundamental and technical analysis, and articles for companies SMO activity.

HIGHLIGHTS:

- Awarded for acquiring biggest account of USD 50,000 for the Gurugram branch.
- Consolidated traders’ database and acquired Japanese traders despite of language barrier resulting in increase in volumes for company from less than 200 lots per month to over 12000 lots per month in a year.

Assistant Manager | ICICI Direct | Amritsar | Nov 2012 – May 2013

- Provided trading advisory to the existing customers and acquisition of new customers.
- Conducted onboarding for ICICI 3in1 customers complying with AML-KYC norms.
- Sold variety of product and service offerings of the company like demat account, investment products etc.

HIGHLIGHTS:

- Awarded 2nd best new employee in the region and best employee in the cluster.
- Awarded best business grosser for the Amritsar branch that improved branch ranking from 8 to 2 in cluster.

EDUCATION

Qualification	University/Board	Stream	Year
PGDM	IIPM	Finance and Marketing	2013
B. Com	IGNOU	Commerce	2011
10+2	JAC	Science	2007
Board	CBSE	All subjects	2005



CERTIFICATIONS & TRAININGS

- **ISO 22301 – Business Continuity Management (BCM & BCP)** (Udemy – Magine Solutions – Feb 2025).
- **Aspiring People Leader Program (APLP)** – American Express – Oct 2024).
- **Creating Personal Brand** (LinkedIn Learning – Sept 2024).
- **ChatGPT & AI Hacks with MS Office** (Skill Nation – Dec 2023).
- **Leadership Readiness Program** for GCS India Aspiring People Leader (LEAP 2020 – Amex GCS India).