

Soumya Barman

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Professional Summary

Strategic and results-driven operations leader with over 18 years of experience across banking, BPO, and financial services, delivering excellence in operations management, fraud detection, and customer success. Proven ability to lead and scale high-performing teams of 450+ across multi-site environments while improving CSAT, operational KPIs, and regulatory compliance. Adept in second-line risk oversight, process optimization, and stakeholder engagement at senior levels. Strong understanding of FinTech, AML frameworks, and governance practices, with a focus on embedding technology-driven solutions and fostering a culture of continuous improvement and service excellence.

Key Skills

Leadership & Team Management, Customer Success Metrics (CSAT, NPS), Stakeholder & Client Management, Operational Excellence, Recruitment & Training, Strategic Planning & Oversight, Process Improvement & Compliance, Data Analysis & Reporting, Fraud Detection & Risk Management, FinTech & Banking Operations, Cross-Functional Collaboration, Diversity & Inclusion Initiatives

Professional Experience

Manager - Investigative Reporting

HSBC EDP, Bengaluru, Karnataka | Feb 2024 – Present (LWD 24/11/2025)

- Lead and manage end-to-end investigations into potential financial crime risks, including fraud, money laundering, and internal misconduct.
- Collect, review and analyze evidence including documentation, data logs, transaction histories, and internal reports.
- Conduct detailed risk assessments and recommend actionable outcomes.
- Communicate findings to Compliance, Risk, Legal, and Senior Management.
- Ensure timely escalation of high-risk or complex cases.
- Maintain documentation for audits and regulatory reviews.
- Contribute to process improvements and best practices.

Assistant Manager – Operations-(Joined as Fraud Officer)

HSBC, Kolkata, West Bengal | Aug 2015 – Jan 2024

- Managed daily operations ensuring optimal service and compliance.
- Led team performance improvements, achieving 30% operational efficiency.
- Introduced process improvements that reduced turnaround time by 25%.
- Participated in cross-functional initiatives to enhance customer service.

Senior Trainer – BSG

Tech Mahindra, Kolkata, West Bengal | June 2015 – Aug 2015

- Conduct process training for new hire
- Prepare training report and MI

Senior Analyst – Claims

Wipro BPO, Bengaluru, Karnataka | Sep 2013 – Jun 2015

- Resolved complex claims with high accuracy.
- Developed reporting tools for performance tracking.
- Delivered exceptional service, boosting customer satisfaction levels. HIPAA Certified.

Senior Executive Training Lead (Started as Customer Service Associate)

Firstsource Solutions, Kolkata | Jan 2007 – Sep 2013

- Designed and delivered training programs to enhance team effectiveness.
- Managed recruitment and onboarding.
- Ensured SLAs and quality metrics were consistently achieved.
- Led diversity and inclusion initiatives.

Education

BBA (H), Maulana Abul Kalam University of Technology (WBUT), 2012

12th – West Bengal Board of Higher Secondary Education, 2004

10th – West Bengal Board of Secondary Education, 2002

Certifications & Achievements

OnTrac STAR Certification – 3 STAR

Lean Six Sigma – Yellow Belt

Winner – Global Standard Award, Q2 2017

Best AMO Award – H1 2021, H2 2022, H2 2023

Anti-Money Laundering Certification

Train to Retain

Six Thinking Hats

Conflict Management

Operations Management

AML Fundamentals