

Sneha Roy

Assistant Manager

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To attain professional excellence, having gathered certain skills in my existing job, I wish to utilize them in a job with varied & greater job responsibilities.

#### **Domain Competency**

AML/KYC

Banking

General Insurance

#### **Skills Competency**

Risk Assessment

Ability to collaborate

Operations

Quality & Performance Improvement

Training & Development

Team Development & Management

Time Management,

Problem solving

Public Speaking & Teamwork

- ❖ High-performing operations management executive with 9.6 years of experience
- ❖ Possess deep domain knowledge of the AML, KYC, Banking & General Insurance
- ❖ Strong process management, prioritization & multi-tasking capabilities
- ❖ Excellent leadership, influencing, organization, communication, interpersonal and teamwork skills
- ❖ Handling team of 48(user) risk analyst specialized in AML & KYC Domain who are performing risk assessment on customer's profiles during on boarding as per AML norms for one of the leading banks of Australia
- ❖ Six Sigma Green Belt Trained and Tested
- ❖ Leading Financial crime domain covering transaction monitoring, unusual matter report, Increased risk trigger & Threshold transaction report and international fund transfer instruction.
- ❖ Identifying and implementing operational efficiencies along with driving business metrics
- ❖ Conduct knowledge sharing sessions for the team as and when new updates received from the onshore team
- ❖ Actively involved in various Employee Engagement activities and Community Service initiative
- ❖ Mentoring and coaching to new team members joined within the process and assists them to code with training curve
- ❖ Worked as compliance Spoc for process to be compliant in all reporting's and weekly/monthly auditing of all reporting's

## **PROFESSIONAL SUMMARY:**

### **WORK EXPERIENCE:**

#### **Assistant Manager (Aug'2022- current)**

Fidelity International

- Managing Team of 32 associates+
- TL (IC's) for UK Financial Crime hub (Bank Mandate Verification KYC Screening, Transaction Monitoring, Periodic Review, PEP/Non-PEP reviews).
- Responsible for handling People, Process and Client Managing Daily Utilisation, Capacity.
- Managing Monthly stats at Process level.
- Managing ongoing projects for existing team to provide extended support to Outsourced team, and UK Team.
- Have been instrumental in team building, Process transitioning, client servicing, improving Efficiency and process transformation.
- Driving effective 1-0-1 with individual team member.
- Assist in recruiting, hiring process, and Retention of top talent.
- Aids in setting the standard of Team Performance.
- Ability to connect with Team to develop people to next level.
- Responsible for appraisal discussion for both yearly and half-yearly.

#### **Assistant Manager (Apr'2021- July'2022)**

Genpact

- Managing team of 48 risk analyst of Backend Process for AML profile (**Transaction monitoring, Legal notice, Front Line Unusual Matter Report**) to ensure all key metrics of performance as per the Client SLA are met and exceeded.
- Transitioned and streamline 4 teams in AML profile by standardizing all the reporting which leads to benefit of 15 FTEs in Process
- Performing Risk Assessment conducted via Customer Risk Assessment (CRA) model to identify potential money laundering and terrorist financing activities carried out by bank customers.
- Assess potential risk and opportunities and research performance.
- Develop, maintain, trend and report key performance indicators.
- Drives continuous performance improvement for business results.
- Identify potential risk indicator and detailed customer due diligence by leveraging transaction monitoring solutions.
- Detailed understanding of regulatory authority of Australian banks Tracking and reporting key metrics and productivity KPIs.
- Managing and reporting Daily alerts to AUSTRAC as per defined guidelines
- Effectively running cross utilization within process to provide 100% utilization of team.
- Driving timely and effective monthly one-on-one of Direct reports
- Closing annual appraisal of direct reports and ensure all HR metrics are met.
- Handling monthly and weekly performance call with client and internal stakeholders
- Ensure the team consists of appropriate resource levels for operational needs.
- Ensure teams maintain a clean orderly work area using 5s visual management tools.
- Identifying staff training needs and arranging coaching as required to ensure all staff achieve and maintain competency level throughout the engagement.
- Performance Management and develop individuals, maximizing talent.
- Attrition -Forecasting/Attrition Management
- Managing capacity utilization

### Management Trainee (May 2017- Mar'2021)

Genpact

- Managing team of 20 analyst for AML profile (**Transaction Monitoring/ Threshold Transaction report /IFTI's**)
- To investigate and monitor the suspicious transactions for identifying potential money laundering activities using various approaches and guidelines laid down by Australian Transaction Reports and Analysis Centre (AUSTRAC)
- Determine customer transaction patterns to better determine when fraudulent transaction may be taken place; Keep track of any suspicious money transfer, dealings, or documents.
- Assisting trainer to get the analyst over 3 batches of employees over the period of 1 year on the various tasks & system comfort.
- Maintain the policy, process, and procedures documentation for AML profile.
- Managing all the change request for entire process for any client billing changes and process change
- Driving daily team huddle and updating dashboard of team meeting to address highlights /lowlights to our leadership.
- All the transaction which over and 10,000 AUD or any equivalent currency should be reported to AUSTRAC which is regulatory authority of Australian banks to mitigate the risk of Money laundering.
- All the Overseas transaction should be reported to AUSTRAC for any value into or out of Australia, made either electronically or under designated remittance arrangements.
- Analysis of weekly Quality of team and detailed discussion to avoid further error/also sharing Root cause analysis report to onshore & Offshore stakeholders.
- Managing monthly reporting of Team performance and handling Monthly performance review with client

### Process Developer -Insurance (June 2014- Apr'2017) Genpact

Worked as claims officers specialized in handling General Insurance Claim

- Providing refunds and claims (final settlement) to the end customers on damage of Home & contents by Assessing assessor's report and invoice submitted by insured customer.
- Identifying and implementing operational efficiencies along with driving business metrics
- Tracking and reporting key metrics and productivity KPIs
- Preparing Process reports MIS & Dashboards
- Performing half yearly & yearly reviews for team
- Conduct knowledge sharing sessions for the team as and when new updates come from the onshore team.
- Actively involved in various Employee Engagement activities and Community Service initiatives
- Managing Newsletter for process
- Prepared end to end defined process flow of business.

### Process Associate -Insurance (June 2012- May'2014)

Genpact

- Worked in General Insurance claims process for Australian Process wherein we are summarizing and analysing Assessor's report and providing claims to end customer for Home & contents damage due to any catastrophe. /theft/fire

### **ADDITIONAL RESPONSIBILITIES:**

- Driving Reward and Recognition penetration for entire process
- Driving weekly people engagement activities
- Driving CSR (Corporate social responsibility) activity at Genpact level
- Responsible for planning, delivering, and reviewing process training and process knowledge test to meet the identified competency requirements of the target group.
- Institute creative & innovative rewards & recognition activities for enhancing team performance and motivating.
- Conducting induction programme for new joiners
- Preparing monthly performance structure of team to judge their performance for rewards and recognition & their monthly ratings.

### **KEY ACHIEVEMENTS & INITIATIVES:**

- Led People Engagement & Process Hygiene Team
- Received Bronze Award, Silver Award, Gold Award
- Consistently meeting the attrition target
- Successfully transitioned new process of AML Exit of 4 FTE benefit and streamlined this process within 2 months of Ramp up and automate few reporting's.
- Automated one of the current handling processes with the help of Key stroke Automation team and improved team efficiency by 50%
- Nominated as an employee of the year.
- Winner of boundary less behaviour award in 2015
- Maximum times awarded for best TOS & productivity across the business.

### **TRAININGS & CERTIFICATIONS:**

- Six Sigma Green Belt training
- Lean Six Sigma Training
- People Soft Training
- Insurance Domain Level 1
- Feedback Essential
- Emerging Excellence Change Management
- Speech Squad
- Front Line Manager's License

### **ACADEMIC CREDENTIALS:**

AISSE 10th	Central Public School, Samastipur	2007
AISSE 12th	Holy Mission School, Samastipur	2009
B.com (Pass)	Delhi University	2012
M.com	IGNOU	2015

### **PERSONAL INFORMATION:**

**DOB** : 6 Feb 1993  
**Current Address** : 831/12, Krishna Colony, Fauzi Street, Gurgaon-122002  
**Father's Name** : Mr. Devendra Prasad Roy  
**Mother's Name** : Mrs. Uma Roy  
**Nationality** : Indian  
**Marital status** : Married  
**Language Know** : English, Hindi  
**Hobbies** : Watching series, Social Networking  
**Passport No** : N7950125  
**Passport Expiry Date:** 04/02/2026

### **DECLARATION:**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

**Date:**

**Place:** Noida

**Sneha Roy**