

****ANIRBAN MONDAL****

Kolkata, West Bengal, India

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PROFESSIONAL SUMMARY

Strategic and result-oriented **KYC Operations & People Manager** with **9.5+ years** of progressive experience in financial crime compliance, enhanced due diligence, risk control frameworks, and people leadership. Adept at managing large client portfolios, leading diverse KYC teams, and ensuring strict adherence to AML regulatory standards. Known for client-centric delivery, cross-functional collaboration, and driving measurable performance through structured OKRs and KRIs. Currently leading KYC operations at HSBC with direct accountability for stakeholder management across institutional and public sector clients.

CORE COMPETENCIES

- People & Performance Management- Led KYC teams through continuous development, coaching, calibration, and structured feedback cycles (PIPs, OKRs).
- Client-Centric Engagement – Expertise in liaising with internal/external stakeholders to retrieve JMLSG-compliant documents; ensuring seamless onboarding and remediation.
- KYC & Compliance Governance- Advanced knowledge in CDD/EDD for complex client types including public sector units, financial institutions, trusts, and corporate entities.
- Risk & Control Frameworks- Experienced in managing risk indicators, and audit resolution across regulatory frameworks.
- Stakeholder & Sector Head Communication – Partner to relationship teams, sector heads, and compliance leads to manage risk reviews and onboarding quality.
- -OKRs & KRIs Monitoring – Proficient in setting team performance indicators aligned with control effectiveness and SLA adherence.
- Cross-Functional Collaboration – Coordinated with Compliance, FCC, and Global KYC units across APAC, EMEA, and Americas for case resolution.
- Client Segment Expertise- Served institutional clients, government bodies, correspondent banks, hedge funds, NPOs, and SPVs.

PROFESSIONAL EXPERIENCE

HSBC – The Hongkong and Shanghai Banking Corporation Ltd

****People Manager – KYC Operations****

Aug 2023 – Present | Kolkata, India

- Lead a POD of KYC Analysts and Quality Reviewers managing performance, SLA compliance, and case turnaround.
- Execute coaching frameworks to uplift team capability and handle performance escalations.
Engage with Relationship Managers, Sector Heads, and Compliance to resolve complex onboarding and remediation cases.
- Drive governance forums to align QA and production quality; manage calibration and audit preparation sessions.
- Oversee daily task allocation and continuous performance review.
- Lead governance calls on SLA, volume, quality, management.

****Senior Quality Assurance Analyst – KYC****

Jul 2018 – Jul 2023 | HSBC HDPI, Kolkata

- - Conducted sign-offs and QC checks on CDD/EDD files across various client types including trusts, SPVs, charities, and correspondent banks.
- - Investigated high-risk cases with potential PEP/Sanction exposure; coordinated with FCC and Regulatory Compliance.
- - Managed quality dashboards and contributed to AML & sanctions policy rollouts across teams.

****KYC Analyst****

Apr 2016 – Jun 2018 | HSBC HDPI, Kolkata

- - Processed onboarding and periodic reviews for corporate and institutional clients.

- - Supported end-to-end documentation and data integrity checks, liaising with RMs and global onboarding teams.
- - Reduced average file closure turnaround by contributing to KYC process optimization pilots.

Uttarayan India

****Compliance Analyst – Real Estate Due Diligence****

Nov 2011 – Apr 2013 | Kolkata, India

- - Managed compliance reviews for lease documentation and property acquisition across real estate portfolios.
- - Coordinated due diligence and landlord consent processes to meet internal audit and legal requirements.

KEY ACHIEVEMENTS

- Awarded ****"Star of the Quarter"**** (2019, 2020, 2022, 2023) for exceptional quality and team contribution.
- Led strategic ****training interventions**** on AML and sanctions across multiple pods.
- Received appreciation from Sector Head for effective team management and keeping the Europe ICG KCI below 3% and Zero SCC & HR KCIs.
- Winners under the category of Our customer champions across all GSC 2024.
- Received “Team of the Quarter” for Q1-2024 and Q1 -2025.
- Winner for Annual Award Starnite 2024.

EDUCATION

****MBA (Finance)**** – Indian Institute of Engineering Science and Technology, Shibpur – ***2015*** | 72%

****BBA**** – West Bengal University of Technology – ***2011*** | CGPA: 7.03

Class XII (CBSE) – Sudhir Memorial Institute – *2008*

Class X (CBSE) – Bodhicharya Sr. Secondary School – *2006*

LANGUAGES

- - English – Fluent
- - Hindi – Fluent
- - Bengali – Native

PERSONAL DETAILS

- - **Date of Birth:** 12th May 1990
- - **Address:** A-7, Srinagar, Garia, Kolkata – 700094

Declaration:

I hereby declare that the above information furnished is true to my knowledge and belief.

Anirban Mondal

Kolkata.