

SIDDHARTHA SHANKAR GHOSH

Compliance Manager | Operations Management | Strategic Leadership | Process Optimisation

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Summary

Seasoned Fin Crime Compliance Operations Manager with 16 years of expertise in Operations, and Risk & Control Management, navigating ambiguity, executing strategic plans and exceeding business goals. Proven ability in quantitative decision-making, effectively driving business goals through effective client and stakeholder management. Possessing in-depth knowledge of banking regulations, payment processes, compliance, & institutional operations, proactively identifies and executes "Eliminate, Automate, and Compliant opportunities", to improve compliance and optimise cost with AI/ML. Demonstrated leadership in people management, cultivating a culture of ownership, continuous learning, and team engagement. Six Sigma Green Belt certified and pursuing CAMS certification, with a track record of spearheading continuous optimisation projects delivering significant productivity gains and network-wide impact.

Key Achievements

Compliance Violation Reduction

Led team reducing compliance violations and internal audit findings 40% in one year.

Cost Optimisation

Operational expenses avoidance by over \$2MM through strategic initiatives in 2025.

Process Efficiency Enhancement

Managed cross-functional project improving efficiency by 40% globally.

Team Growth Leadership

Scaled Due Diligence team from 4 to 75 under 9 months.

Experience

Amazon

Program Manager II

London, United Kingdom

08/2022 - Present

- Lead the Fin Crime Operations team (100+ FTE, 4 countries) for Amazon Payments (Europe/MEA), executing strategic initiatives that generated \$2M+ in OpEx cost avoidance and significantly strengthened regulatory controls.
- Leverage AML subject matter expertise to conduct risk assessment and establish control systems, proactively mitigating risks and ensuring regulatory compliance across all operations.
- Support the Director to define team's direction, establish key performance and risk indicators (KPI & KRIs), and actively manage progress to ensure successful execution.
- Represent team in Board and business units meetings (internal clients), employing strong client management skills to build consensus, influence strategic priorities, and balance requests through strategic trade-offs.
- Designed and own global Performance Management framework for 400+ FTEs, strategically raising the performance bar ensuring both sustained client excellence and full regulatory compliance. Defined & own Employee Engagement strategy for 750+ FTE team to maintain employee morale.
- Proactively identify and document opportunities to extend current work and assisting the Director in preparing materials for key client executive and business review meetings.
- Monitoring of Quality audits results, and Internal Audits findings action items to continuously improve the team's output and overall compliance.

Amazon

Compliance Operations Manager

Bangalore, India

07/2018 - 08/2022

- Spearheaded Product Compliance team of 120 FTE for global marketplaces, ensuring stringent adherence to regulatory standards and supporting safety programs
- Authored and launched global/regional policies, serving as a key interface between Global Programs, Operations, Tech, Legal, and Business stakeholders, demonstrating strong cross-functional relationship management
- Led process improvement initiatives, assessing risks and providing expertise on regulatory topics for new product launches and expansions
- Enhanced onboarding, development, and performance programs for product managers, strengthening frameworks for product scalability and growth with a focus on selection and retention

Allianz Services

Assistant Operations Manager (Due Diligence)

Thiruvananthapuram, India

08/2016 - 07/2018

- Built the Due Diligence team from grounds up, from 4-member to 75-member team in under 9 months.
- Managed programs and people strategy to enhance operational efficiency and address policy/process gaps
- Led high-impact incident response teams, resolving complex issues and drafting detailed executive reports
- Analyzed data for risk prediction and mitigation, making complex enforcement decisions with high-level judgment

Experience

HSBC Bangalore, India
Assistant Manager - Business Risk and Compliance 05/2011 - 07/2016

- Managed key BRCM programs across operations, risk management, and regulatory reporting, with extensive AML expertise
- Delivered process improvement programs that enhanced risk management and stakeholder communication across product, compliance, and business teams
- Prepared essential regulatory filings, including SARS and STRs, demonstrating strong understanding of banking regulations and payment processes

WNS Global Services Bangalore, India
Senior Customer Service Representative 08/2009 - 05/2011

Education & Certification

Bangalore University - Bachelor of Arts 07/2004 - 11/2007 Bengaluru
Lean Six Sigma Green Belt

Skills

Regulatory & Fin Crime Compliance; Risk Management; Ops Management; Due Diligence; Transaction Monitoring; Stakeholder Management; Strategic Planning; Business Risk and Control Management