

NADEEM IQBAL

Kolkata, India

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PROFESSIONAL SUMMARY

Operations Manager with 12+ years of experience in KYC, AML, and Client Lifecycle Management within a global banking environment. Proven track record in client onboarding, remediation, quality governance, and regulatory compliance. Experienced in leading multi-location teams, managing stakeholder escalations, optimizing capacity, and delivering outcomes during high-risk and time-sensitive business scenarios.

PROFESSIONAL EXPERIENCE

HSBC EDPI, Kolkata

CLM Operations Manager | Sep 2021 – Present

- Managed CLM NTB operations with end-to-end accountability for delivery, quality, risk, and stakeholder satisfaction.
- Led teams of up to 22 FTEs delivering onboarding and remediation activities with consistent SLA adherence and strong quality outcomes.
- Drive SLA, volume, quality, and Right-First-Time performance through ongoing governance oversight and regular delivery review discussions.
- Provided timely performance feedback, coaching, and development planning through structured one-to-one and team discussions.
- Conducted periodic hands-on KYC reviews to stay aligned with evolving policies, controls, and regulatory expectations.
- Successfully led NTB onboarding during business-critical periods and handled escalations with senior stakeholders.
- Served as a subject matter expert for complex client structures and high-risk onboarding cases.
- Led onboarding and remediation activities for clients impacted by the Silicon Valley Bank situation, ensuring timely delivery, regulatory compliance, and effective stakeholder coordination.
- Streamlined screening and review workflows, resulting in demonstrable capacity uplift and FTE optimization while maintaining quality and regulatory standards.
- Played a key role in migrating WCAS Account Opening to CLM under the Single Actor Model.

Notable Recognition :

- Appreciated by the Head of Operations for effective Capital Finance (CF) team management.
- Commended by the Head of CLM for leading NTB onboarding during critical timelines.

HSBC EDPI, Kolkata

KYC Associate → KYC Analyst → KYC PQC | Dec 2013 – Aug 2021

- Performed end-to-end KYC for Corporate and FIG clients, ensuring adherence to AML regulations and internal policies.
- Conducted quality checks under PQC, maintaining high standards across CDD documentation and risk assessment.
- Liaised extensively with CMDD, RMs, GRMs, FCC, and other onshore partners for query resolution and approvals.
- Ensured KYC completion within regulatory timelines and within HSBC's defined risk appetite.
- Maintained accurate management information and ensured effective cascade of updates across teams.
- Developed strong analytical expertise across client types, including financial institutions, funds, SPVs, partnerships, and complex corporate structures.

INTERNATIONAL EXPOSURE

Mauritius STA – HBUS Remediation Project (2016)

- Selected for a 4-month on-site assignment to support HBUS remediation activities.
- Directly interacted with the RMs & clients to explain CDD requirements and resolve documentation gaps.
- Trained and managed third-party vendors (CAPCO) on full CDD requirements.
- Delivered presentations on complex client types, including SPVs and hedge funds.
- Resolved negative news screening issues and achieved 100% quality in IQA and CMAT reviews.
- Received management appreciation for performance and contribution.

AWARDS & RECOGNITION

- Nominated for GSC Annual Award – 2024
- Manager of the Quarter – Q1 2022
- Team of the Quarter – Q1 2024, Q4 2024
- Super Star of the Quarter – HSBC Global Banking & Markets
- Spot Awards (2 times)
- KYC Premier League – Individual & Team Winner
- Best PQC – Q1 2018, Q2 2019
- Opex Award – Q2 2020

EDUCATION & CERTIFICATIONS

- M.Com, Calcutta University – 2013
- B.Com, Calcutta University – 2011
- Passed Executive Programme, ICSI