


RAJ CHAKRABORTTY

CONTACT

 Gurgaon, India 122010

 8318916803

 rajc851@gmail.com

SKILLS

- Employee training
- Risk assessment
- Customer relationship management
- Compliance evaluation
- Training program design
- Market analysis
- CRM utilization
- Customer engagement
- Communication skills
- Presentations and demonstrations
- Coaching and mentoring
- Excel proficiency
- Data analysis
- Training programme development
- Training material creation
- Quality and training audits
- Course development
- Employee onboarding
- Train-the-Trainer model
- Training needs analysis
- Coaching techniques
- Training and Development
- Team Leadership

LANGUAGES

English: C2

 Proficient

Hindi: C2

 Proficient

Bengali: C2

 Proficient

Experienced Training and Development professional specialising in KYC and compliance training. Skilled in designing and delivering onboarding and AML/CFT programmes, conducting training needs analyses, and implementing Train-the-Trainer models to enhance team performance. Strong background in risk assessment, quality audits, and CRM utilisation to support accurate customer due diligence. Committed to fostering compliance excellence through effective coaching and continuous improvement initiatives.

EXPERIENCE

February 2024 - Current

Lead Trainer *Concentrix*, Gurgaon, India

- Delivered training programmes within allocated timeframes.
- Conducted regular assessments to evaluate trainee progress and identified areas requiring further attention.
- Coordinated with department heads to identify training needs, aligning programmes with strategic goals.
- Created successful training courses based on evaluation of student needs.
- Established a continuous learning culture by introducing monthly knowledge-sharing sessions.
- Reviewed and modified course content and delivery based on feedback.
- Analysed customer documents for KYC compliance, identifying discrepancies and mitigating potential risks.
- Maintained up-to-date knowledge of regulatory changes affecting KYC, ensuring compliance with current legislation.
- Reviewed and verified customer identification documents to comply with anti-money laundering regulations.
- Developed risk assessment strategies to identify high-risk customers, reducing potential exposure to financial crimes.
- Conducted enhanced due diligence on politically exposed persons PEPs, minimising reputational and financial risks.
- Achieved service time and quality targets.

February 2023 - February 2024

Relationship Manager *CoverYou*, Gurgaon, India

- Built strong and positive relationships with customers by staying polite and helpful throughout interactions.
- Created sales and marketing strategies to increase customer base and enhance sales.
- Scheduled, arranged and attended meetings with customers to maintain trusting and long-lasting relationships.
- Grew and maintained client base to maximise revenue.
- Generated new business by executing strategic campaigns and proactively cold calling customers.
- Utilised CRM software to track client interactions, improving the accuracy of client data and service personalisation.
- Identified opportunities for growth, expansion and sales by conducting market research.

- Identified upselling and cross-selling opportunities, contributing to a 15% increase in revenue from existing clients.
- Cultivated and maintained long-term relationships with key clients to boost retention rates and client satisfaction.
- Exceeded revenue goals through upselling and offering reliable and responsive service.
- Verified clients' needs and financial resources to determine tailored investment strategy.
- Advised and implemented appropriate insurance cover for clients.
- Collaborated with marketing to create targeted campaigns, enhancing brand visibility among potential clients.
- Retained customers by tracking contracts and using multi-channel communication methods.

October 2021 - July 2022 (JindalX -TechM)

Freelance Zomato, Delhi, India

- Engaged with customers to better understand needs and deliver excellent service.
- Identified issues, analysed information and provided solutions to problems.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.
- Actively listened to customers to fully understand requests and address concerns.

EDUCATION

May 2016 - March 2018

SSC Commerce

Vashistha Vatsalya Public School, Prayagraj

March 2011 - March 2016

10th CBSE

Army Public School, Prayagraj

July 2019 - August 2022

Bachelor of Arts Economics

Allahabad University, Prayagraj