

Indranil Shaw

Manager – KYCs Operations

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A proven track record in KYC operations environment with 10+ years in managing team and 15+ years of overall KYC experience with knowledge in Regulatory Compliance, AML, Quality Assurance, Risk Management.

Key Achievements

- Received “GSCK ANNUAL AMBASSADOR AWARD” in 2020, representing Kolkata KYC Operations
- OPEX SUSTAINABILITY WAVE1 – BEST TEAM MANAGERS AWARD 2020
- Awarded Team Leader of the Quarter (Q3 2019; Q4 2021; Q3 2023)
- Awarded Team of the Quarter (Q4 2019; Q3 2022)
- Setting up the first Global Standard team in Kolkata for UK and supported other teams in transition to Global Standard
- Consistently achieved Green KCIs for ICG Sector 2018 - 2023
- Achieved Zero KCIs for ICG Sector across risk in 2018 and 2019

Work Experience

Operation Manager – KYCS

HSBC (Aug' 17 – Present)

Current job role encompasses managing Netherland's ETB process which includes Managing Periodic review team in NL, Ensuring AML Regulations being followed, Policies/Procedures are maintained and adhered, Monitoring and Reporting performance to the management, capacity planning, performance management etc. further details are provided below. Prior to Managing NL ETB process also successfully managed (UK ICG, UK FIG, GRT (Research) process.

- Managing periodic review team and assisting them in facilitating greater efficiency and timely production of high quality KYC profiles for Netherlands ETB. Additionally, extending support to the Netherlands NTB team wherever required.
- Responsible for meeting KCIs, KPIs and SLAs for Netherland's ETB
- Connecting with Institutional clients on the priority and overdue periodic review cases. Co-ordinating with Compliance, Relationship Managers and other internal stakeholders like CSU, GRT etc. where applicable especially on matters that involve escalation of pending and ageing profiles
- Interpreting regulatory/policy changes and communicating their implications to the team. Working with SMEs to ensure timely cascade of policy changes or updates to the production team
- Responsible to prepare and present Governance Deck to business which would highlight team and sector performance for that month including the KCIs and highlighting key achievements and challenges
- Responsible for managing underperformance in the team and initiating action plan followed by IPP process to improve the performance of the Analyst
- Responsible to prepare Capacity plan for effective utilization of resources and meeting the KCIs
- Responsible to conduct regular connect with the team to share best practices via team huddles, coaching, training sessions etc. for continuous improvement of workflow, customer service, personnel development and managing changes

Previous Roles – HSBC KYCs

(Jan'11 – Aug'17)

Assistant Manager Operations	(Jan'16 – Aug' 17)
Production Quality Controller	(Mar'14 – Jan'16)
Associate/Senior Associate	(Jan'11 – Mar'14)

Previous experience - Assistant Manager

Mandra Finance (Sep' 09 – Dec' 10)

Roles & Responsibilities:-

- Marketing/ Business Development of the product by conducting Road shows & participating in Events in the area we operate
- Managing a team of Sales Executive and achieving the sales target for the period
- Managing a team of Collection executives to achieve the collection target for the period
- Liaising with Dealers and customers by visiting them on a timely manner in order to find any issues or suggestion to improve the service quality and also to update them with the new product the company launches

Educational Qualification

PGPBM (Marketing & Finance) - 2009
International School of Business & Management, Kolkata

B.Sc. Economics (Hons) - 2006
Vidya Sagar College (Calcutta University)

Certification

1. Executive Post Graduate Certification in Data Analytics – Pursuing from iHUB IIT Roorkee
2. Executive Certificate on Global Anti-Money Laundering & KYC Norms from D&B
3. ICA International Advanced Certificate in Anti-Money Laundering
4. ICA International Diploma in Anti Money Laundering

Personal Profile

Gender : Male
Date of Birth : July 19, 1983
Marital Status : Married
Language Proficiency : English, Hindi, Bengali
Hobbies : Music, Movies, Sports
Permanent Address : 95C, Dhan Devi Khanna Road Kolkata – 700054
Nationality : Indian