

CONTACT



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Pune



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CORE COMPETENCIES

Process Operations/ Mgmt	<div><div></div></div>
Customer Success / Client Satisfaction	<div><div></div></div>
Transaction monitoring	<div><div></div></div>
Risk Mitigation & Reconciliation	<div><div></div></div>
KYC & AML Compliance	<div><div></div></div>
SLA & Transition Mgmt.	<div><div></div></div>
Resource Utilization	<div><div></div></div>
Digital Initiatives	<div><div></div></div>
Due Diligence	<div><div></div></div>
SQL Analysis	<div><div></div></div>
Leadership & Training	<div><div></div></div>

SOFT SKILLS

Team Player	<div><div></div><div></div><div></div><div></div><div></div></div>
Problem-solver	<div><div></div><div></div><div></div><div></div><div></div></div>
Analytical	<div><div></div><div></div><div></div><div></div><div></div></div>
Innovator	<div><div></div><div></div><div></div><div></div><div></div></div>
Communicator	<div><div></div><div></div><div></div><div></div><div></div></div>
Collaborator	<div><div></div><div></div><div></div><div></div><div></div></div>

NOTABLE ACHIEVEMENTS ACROSS THE CAREER

- Contributory in recovering overpayments and rectifying erroneous fund settlements to clients
- Pioneering digital initiatives to streamline internal processes and enhance efficiency
- Earned three Silver Star awards from HDFC Bank within a one-year period in recognition of outstanding sales performance
- Received five awards for maintaining 100% compliance and achieving a 5-star audit rating for branches at ICICI
- Acknowledged with certification for the highest number of loan disbursements in both December 2014 and April 2015 at Shriram Transport Finance

SHATABDI ROY

~ BUSINESS PROCESS OPERATIONS & CLIENT
SERVICING PROFESSIONAL ~

ABOUT ME

Versatile, high-energy Operations professional with over 12 years of rich experience in running successful method-oriented business operations and taking initiatives for business excellence through process improvement

Location Preference: Pune/ Mumbai/Bengaluru

PROFILE SUMMARY

- Significant exposure in setting out quality standards** for various operational areas and implementing quality systems & procedures to facilitate a high-quality customer experience, while adhering to the SLAs
- Currently working with **Phcommerce (PayPhi) Pune as Operations Head**
- Having strong knowledge of KYC scrutiny** of various types of accounts
- Client-centric, multi-functional expert:** capable of managing large number of key clienteles for the organization and establishing cordial relationships with them; coordinating with acquirer & customers for running successful business operations and implementing procedures & service standards for business excellence
- Ensuring process compliance and periodically** update SOP changes as required as part of the quality plan in order to ensure adherence to process steps
- Exposure in managing Audit related activities** in coordination with internal / external departments for smooth financial operations
- Skilled at looking after operations risk & controls**, error analysis & formulating actions plans- risk assessment on migrations
- Played a key role in managing end-to-end coordination** between product designing team and vendors for any new implementation of deliverables printing as per the management requirement
- Effective leader with excellent motivational skills** to sustain growth momentum while motivating peak individual performances
- Having strong working experience in compliance** of all the departments, establishing standards & checking with actual performance, skilled at finding faults and assisting in eliminating the process gaps

LEADERSHIP & MANAGERIAL SKILLS

Leadership: Advises the management on business/operations strategies, promotes organization among customers and drives organization mission through employees & supports motivation of employees in organization

Decision Making: Formulates policies and planning recommendations to the management, decides or guides courses of action in operations by staff / employees

Effective & accountable in high-profile executive roles: Overcome complex business challenges and make high-stakes decisions using experience-backed judgment, strong work ethic and irreproachable integrity

Strategic Planning: Understand the business as an integrated system, the relations between the functional areas, long-range planning, implementation and control

CERTIFICATIONS

AMFI, IRDA and Capital Markets in 2018

EDUCATION

MBA in Finance & Marketing from KIIT School of Management, Bhubaneswar in 2010 with CGPA 8.75%

B.Com. from Ravenshaw University, Cuttack, Odisha with 63.5% in 2007

WORK EXPERIENCE

Since
May'11–
Present

PHICOMMERCE (PayPhi), Pune as Operations Head

Responsibilities:

- Developing standard operating procedures (SOPs) to streamline settlement, chargeback, and other operational processes
- Define and drive KPIs and SLA baselines and metrics
- Managing RBI & Nodal Audits, addressing compliance inquiries, and reconciling accounts
- Negotiating rates with both acquirers and clients to maintain business profitability
- Conducting Customer success ratio for key companyclients
- Ensuring client satisfaction and a zero-tolerance approach to escalations
- Serving as a liaison between Acquiring partners and the internal team to facilitate seamless settlement processes within the defined turnaround time
- Implementing systematic processes to minimize manual interventions and reduce the risk of errors
- Managing fraud prevention and risk mitigation efforts to safeguard the company's market reputation
- Approving all fund movements within nodal accounts
- Cultivating exceptional client relationships, ultimately contributing to the company's growth by attracting new business opportunities

Dec'18–
Apr'21

PREVIOUS WORK EXPERIENCE

ICICI Bank, Pune as Deputy Branch Manager

Highlights:

- Headed & supervised Branch Operations Unit – Processes include verification of account, handling complaints and driving internal audits.
- Steered functions such as verification of Know Your Customer Documents (KYC) received and its timely recertification
- Evaluated & measured KRA of the team members towards improvements and fulfillment of the set targets
- Maintained health and hygiene of the branch ensuring best service standards.

Jun'16–
Dec'18

HDFC Bank, Bengaluru as Personal Banker (Authorizer) – Retail Branch Banking

Highlights:

- Provided financial advisory services to clients, offering guidance on investments in MFs, SIPs, LI and other investment products
- Managed Anti-Money Laundering (AML) transactions, including the preparation of monthly and fortnightly reports, as well as daily transaction report verification.
- Skillfully cross-selling a diverse range of both liability and Asset products

Aug'10–
Jun'15

Shriram Transport Finance Company Limited, Mumbai as Branch Team Leader

- Identified risks during the due diligence process plays a crucial role in facilitating settlement, closure, retention, the issuance of a NOC to customers & Loan disbursements

PERSONAL DETAILS

Address	Pune – 411014
Date of Birth	26 th September, 1986
Languages	English, Hindi, Bengali, Odia