

Swapnil Dutta

Supervisor (GFCC) – Brand Risk Management

#409, 4th Floor, SJR Residency, Devarabisanahalli, Bangalore – 560 103

+91 9686427175 || Image is the way to Survive"

SUMMARY:

Dynamic results oriented professional with experience in Risk & Compliance. Effective team player; Confident and poised in interaction with individuals at all levels. Detail-oriented and resourceful in completion of tasks with the ability to multi-task effectively.

WORK EXPERIENCE:

- Full-time work over all experience of 8+ Years & presently 2+ years in **BRM** with **PAYPAL INDIA**.
- Areas of experience and expertise:

MS Access Database & Advance Acrobat Reader

- · Creation of tables and forms
- Bulk data insert.
- File edits combination & reports
- Boarding Package

Tools

- Advance Google
- Lexis Nexis
- CCI
- Admin & Argus
- Armor
- Internal Applications
- SCN/
- Pharma database & Norkom
- PDA
- Venmo & Zendesk

MIS Reports

- Daily and Weekly activity reports
- Monthly and Quarterly Metrics
- Performance analysis report
- Goal setting & Business Metrics
- CCM & EOD reports
- MBR & EBR Reports
- Capacity & Shrinkage utilizations Report
- Comparative Analysis Process

MS – Excel

- Charts and reports
- Pivot tables
- Productivity & Quality monitoring

Functional Skills

- Build, lead, motivate and manage an operations team while establishing strong work ethics and open channels of communication.
- To acts as a single point of contact between the project/business teams across all verticals of GFCC.
- Responsible for managing the relationships with management of PayPal AUP businesses in the host country from Operations perspective and ensure timely/effective resolution of escalated issues.
- Responsible to drive and implement the yearly AOP/Goal setting plan for the section that maximizes FTE capacity utilization.
- Responsible for high level degree of planning & flexibility to ensure goal is achieved through the year.
- Responsible for Global business calls and establish an interface with management across sites & regions in GFCC vertical.
- Overall supervision of the process performance involving people management and process improvement initiatives.
- Coordinating with various functions for projects and resource planning.
- Overall responsibility for career development of people including evaluation, career planning & enrichments discussion.
- Guiding and mentoring people on projects and professional issues interacting with other teams to replicate best practice across sites.
- Assist in all Recruitment related initiatives for the Centre and continually re-assess the operational risks inherent in the business.
- Managing Teams POD of 20 investigators in India as well as in SH.

COMPETENCIES:

Communication Skills, Problem Solving, Investigations, Team handling, Coaching, Mentoring, Peer Support

HIGHLIGHTS:

- 1st Global Shoutout Award in BRM Bangalore.
- Reserve Bank of India Jump Award for IDP Track in SWARNI -Tech sprint 2022 Digital India Progress.

Company Name	Role	Responsibilities			
JPMorgan & Chase Co.	SOA	 Accurately and thoroughly assessing investigator quality and leveraging best practices to provide coaching and constructive feedback to investigators to ensure high quality decisions and appropriate review of potential suspicious activity. 			
		 Applying analytical techniques to complex information sets to make logical and effectively supported recommendations on cases. 			
		 Using the best coaching and mentoring practices to ensure success in the following daily efforts. 			
		 Conducting an end-to-end and meticulous review of potential illegal or suspicious activity, or activity otherwise in violation of company policies. 			
		 Completing a time-sensitive and meticulous analysis of each instance of potential Anti-Money Laundering activity and/or suspicious financial activity across multiple jurisdictions and countries. 			
		 Assessment of customer profiles and large amounts of data to ensure normal and expected activity, including Acceptable Use Policy adherence and know Your Customer efforts. 			
		 Assessing quality of documented findings in narrative style format, in the manual and automated process case management system and preparing reports to management or coaching plans, as required. 			
		 Regularly exercising good judgment and in making decisions or recommendations in relation to case investigations and employee escalations from within your team. 			
		 Process Migration including process planning documentation, capacity utilization activities & RCA related activities. 			
		Training, Mentoring, Coaching new hires.			
		 Creating training & Mentoring plans on periodic basis. 			
AXIS BANK LTD	AM – TRANSACTION	Involved in processing of account openings & documentations			
	BANKING (FOREX)	 Processing of transaction as per KYC and AML norms Documentation and Processing of Various 			
		TFX Transactions – Buyers & Seller Part.			
		 Assessing the requirement & implementing KYC project (Know Your Customer) for meeting the requirements on time. 			
		Documentation and Processing of LG & BG – Corporate Clients Assourt opening and Transaction KVC for Corporate and Retail Clients			
		 Account opening and Transaction KYC for Corporate and Retail Clients. Periodic review of KYC depending on the customer Ratings 			
		 Handling service and time to time updating clients as per RBI norms related to Current accounts and CMS 			
		 Processing of transaction as per KYC and AML norms 			
		Competitor and Market analysis for Competitive rates			
		 Resolved all queries from C & IB, Branches – Forex Trade & Documents Managing of Huge Base Portfolio Customers on Corporate needs – Trade 			
		Transaction.			
		FFP preparation and Liaising			
Gopalan Enterprises India Limited	Sr. Executive	Preparation and claising Preparation of Leasing documents			
maia Limitea		Valuation of Commercial and retail projects			
		Compliance Documentation Documentation Associated MOUL			
		Preparation of leasing Agreement and MOU			

EDUCATION:

	SCHOOL/COLLEGE	UNIVERSITY/ BOARD	YEAR	STREAM/DEGREE SPECIALIZATION	SCORE
MBA + PGPM					
	Ramaiah Institute of Management Studies, Bangalore	Mysore University	2014	Marketing	69%
BBA (H)					
	Techno India Kolkata	WBUT	2012	General	7.94

PERSONAL DETAILS:

Name : Swapnil Dutta
Father's Name : Manik Ch Dutta
Date of Birth : 4th Apr 1990
Religion : HINDU
Nationality : INDIAN

Languages Known : ENGLISH, HINDI & BENGALI

DECLARATION:

I, hereby declare that all the information given above is true to the best of my knowledge.

Place: Bangalore (Swapnil)

Date: