

SATABDI DUTTARROY

Operations Executive

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-  English, Bengali & Hindi
-  July 04, 1984
-  Pune -411028

JOB OBJECTIVE

Results-driven finance professional with nearly 6 years of specialized experience in trade finance and KYC compliance, seeking to leverage my extensive background in relationship management and analytical problem-solving within a dynamic organization. Eager to contribute to a progressive team that values innovation and efficiency, while further enhancing operational processes and fostering strong corporate client relationships to drive business success

CORE COMPETENCIES

- Trade Finance Management & Compliance
- Customer Relationship Management & Engagement
- KYC Compliance & Regulatory Adherence
- Financial Analysis & Reporting
- Risk Management & Mitigation
- Corporate Account Management & Onboarding
- Import/Export Processes & Payment Processing
- Operational Efficiency & Process Optimization
- Stakeholder Engagement & Communication
- Exception Tracking & Documentation
- Problem Solving & Analytical Thinking
- Data Management & Financial Reporting
- Customer Satisfaction Enhancement & Retention
- Compliance Audits & Risk Assessment
- Project Management & Business Process Improvement

SOFT SKILLS

- Collaborative Teamwork
- Advanced Time Management
- Exceptional Interpersonal Skills
- Leadership Competence
- Effective Decision-Making
- Analytical Problem-Solving
- Critical Thinking

EDUCATION & CREDENTIALS

- 2008 | M.Com. | IGNOU University
- 2006 | B.Com. | Burdwan University
- 2003 | H.S.C. | I.S.C. Delhi
- 2001 | S.S.C. | I.S.C.E. Delhi

CERTIFICATIONS

- 2010 | Diploma Course in Financial Management | IMT | 64%

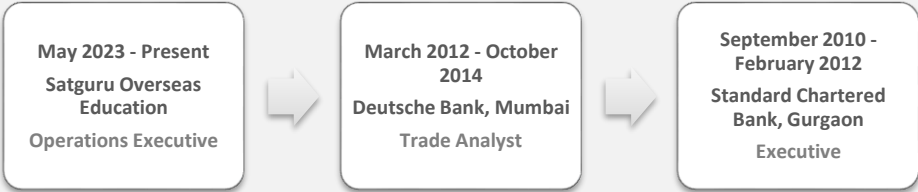
PROFILE SUMMARY

- Bringing extensive experience in trade finance, with a particular focus on the intricacies of import collections, payment processing, and compliance risk management within esteemed banking institutions.
- Demonstrates expertise in KYC protocols, ensuring rigorous adherence to regulatory frameworks while managing the onboarding & maintenance of corporate client accounts.
- Possesses a proven track record in cultivating and sustaining relationships with major corporate clients across diverse sectors, thereby significantly enhancing customer satisfaction and fostering long-term loyalty.
- Exhibits a strong analytical acumen, proficient in scrutinizing complex financial datasets and synthesizing internal reports for exception tracking, which informs strategic decision-making and risk mitigation.
- Exceptional interpersonal & communication skills facilitate effective collaboration with both internal teams and external stakeholders, adeptly addressing client inquiries & operational challenges.
- Proven experience in optimizing processes related to finance and admissions, resulting in heightened operational efficiency and a notable reduction in turnaround times.
- Committed to ongoing professional development & continuous improvement, pursuing new challenges and opportunities to contribute meaningfully to organizational success.

TECHNICAL SKILLS

- Accounting Software: Tally (7.2, ERP 9) and Busy
- Office Applications: Microsoft Office Suite

PROFESSIONAL EXPERIENCE



KEY RESULT AREAS:

- Overseeing the daily operational functions to ensure the seamless execution of processes and the attainment of organizational objectives.
- Administering financial and admission processes to guarantee the accurate and prompt processing of applications, payments, and associated documentation.
- Facilitating cross-departmental collaboration to enhance communication pathways and optimize workflow efficiency.
- Monitoring financial transactions meticulously to ensure adherence to institutional standards and to uphold the integrity of admission-related operations.
- Evaluating operational performance indicators to identify potential areas for enhancement and instituting strategic interventions to drive continuous improvement.
- Conducting training and mentorship programs for staff to cultivate expertise and foster an environment of professional development and excellence.
- Ensuring compliance with pertinent regulatory frameworks and internal policies to maintain operational integrity and mitigate risk.

COLLECTIVE RESPONSIBILITIES:

- Processed import collections and payments (A1) for all clients while addressing queries related to payment and collection to ensure prompt resolution.
- Compiled internal reports for tracking exceptions and initiated necessary escalations, including access reports for corporate liability customers and monitoring the clearing of inward and outward fund transfers.
- Specialized in the corporate current account opening processes, overseeing Know Your Customer (KYC), audits, and compliance requirements while updating all relevant information in the clients' database to maintain accuracy.
- Enhanced the value of existing corporate current accounts through strategic initiatives and prepared reports to facilitate coordination among internal teams managing various aspects of corporate client servicing.