

WORK SUMMARY

Learning Manager

Klay Schools | 2019 – Present

KEY MILESTONE

- **Domain:** Learning Management
- Strategic Planning
- Process Adoption and Growth
- Cross functional team collaboration

ROLES AND RESPONSIBILITIES

- Collaborating with teams to create capability specific courses
- Create dashboards and reports for leadership consumption
- Manage a medium size support team
- Extend support to existing customer
- Process improvements
- Process Documentation
- Thrive in fast-paced, highly adept team of individuals and stakeholders to develop and prioritize program features and build program roadmap
- Defined and analyzed metrics to measure performance
- Apply analytical skills to resolve issue
- Solution focused response
- Collect customer feedback
- Evaluate and incorporate customer feedback to enhance existing process

Senior Specialist – Financial Systems

Synchrony Financials | 2016 – 2019

KEY MILESTONE

- **Domain:** Wealth Management - Analytics and Asset Management
- Office of foreign Asset Control
- Compliance – Anti Money Laundering (AML)
- Customer/Stakeholder Success

ROLES AND RESPONSIBILITIES

- Perform AML investigation and compliance reviews in conjunction with countries particularly in relation to high risk customers
- Assist in implementation of ad-hoc projects/processes
- Document review findings and ensure awareness of conclusion
- Prepare report of findings for compliance and Business Management
- Responsible for communicating with leadership regarding team achievements
- Responsible for communicating with stakeholders to ensure findings are incorporated in aspects of AML control
- Improve internal process and procedure
- Working knowledge of client database and transactional monitoring system
- Working with global teams
- Perform other duties as assigned



KAJORI GUHA

SENIOR ANALYST

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CAREER OVERVIEW

Gather leverage and expertise optimum knowledge/skills and experience in the field of international business and finance by applying and leveraging theoretical knowledge into practice I bring in a total of 6+ years of experience acclaimed globally.

EDUCATION

University of Leeds, UK

M.Sc in International Business

YOP – 2012

University of Pune, Pune

Post Graduate Diploma in Foreign Trade

YOP – 2011

Symbiosis College, Pune

B.Com – Banking and Finance

YOP – 2010

Loyola School, Jamshedpur

ISC – Mathematics and Commerce

YOP – 2007

Sacred Heart Convent School, Jamshedpur

ICSE – Commerce

YOP - 2005

Sales and Marketing Analyst

A.W. Rostamani | 2013 – 2015

KEY MILESTONE

- **Domain:** Automobile
- Sales and Marketing
- Finance and Accounts Management
- Key Accounts Manager
- Customer Success

ROLES AND RESPONSIBILITIES

- Identified ways to increase sales of client products and services
- Developed and implemented strategic marketing plans and tracked results
- Define sales promotions via digital marketing
- Extend retail Support
- Managed customer relations efforts for each client
- Revised consumer communications techniques to boost client revenues
- Prepare market analysis reports for each project
- Responded to client inquiries
- Provided support to the marketing manager and other key team players

Dissertation – Research

Year	Title	Overview of Project/ Research
2011-2012	(MSc – International Business)	Need and Importance of Open Innovation in Companies in India: The Case of Indian Companies' Indulgence Into It- A Qualitative approach and analysis to the study.
2010-2011	(Post Graduate Diploma in Foreign Trade)	Role of Dhanlaxmi Bank to the Exporters and Importers- A Detail Investigated Report of the bank regarding its various provisions of services to its clients involving in foreign trade.
2007-2010	(Bachelors in Commerce- Banking and Finance)	A visit to Reserve Bank of India- Group Presentation on how RBI creates and controls money in the financial sector in the Indian economy.

KEY COMPETENCIES

- Revenue Management
- Project Management
- Customer Success
- Data management
- Team Management
- Resolution focused
- Effective Communication
- Escalation Management
- Documentation
- Financial Analysis and Planning / Modelling

PERSONAL SKILLS

- Collaboration
- Precise communication
- Problem Solving
- Influencer
- Innovator
- Strategist
- Team Player

TECHNOLOGY

- Microsoft Office 365
- SPSS
- Tally 09
- Nissan Fast System
- Oracle ERP – R12
- Power BI
- SQL
- Tableau

CERTIFICATION

- NIPEC
- SPSS
- Tally 09
- Adobe Flash

LANGUAGE

- English
- Japanese
- Hindi
- Bengali