



# Yaseen Tasfia

## Summary

As a Senior Officer at HSBC, I ensure accurate transaction processing, regulatory compliance, and adherence to service-level agreements. With a strong finance background, cross-functional coordination, and communication skills, I provide quality service to internal and external stakeholders. Additionally, I am an enthusiastic learner in the field of UX/UI design, aiming to enhance customer and stakeholder experiences while maintaining efficiency, data privacy, security, and usability.

## Experience

### Senior Officer, Global Payment Solutions

#### HSBC

- Played a key role in the NIKASH GHAR project to overhaul the existing EFT system that resulted in higher transactional volume capacity
- Contributed to the automation of the LCY RTGS charge module project by coordinating with the RTGS team. demised manual charge deduction
- Active participation in streamlining fee collection project for NGOB customers that made customer experience smoother
- Enhanced new product knowledge, and efficiency, and reduced additional hours for both processing teams by providing cross-team support
- Successfully trained two full-time employees (FTEs) and two interns during the year 2023
- Successfully delegated regulatory reporting to two team members (FTEs) who have received positive feedback from the manager
- Proactively conducted awareness sessions on group/regulatory policies, and requirements across the whole department, facilitating better compliance and understanding across the organization
- Demonstrated strong leadership qualities by taking on responsibilities and guiding and motivating the team daily, despite not holding an official supervisory position
- Actively participated in the ATOM project, which focused on enhancing ACH transaction volume and customer excellence
- Conducted comprehensive training for an entire team on a specific product, covering transaction execution and reporting
- Primarily responsible for error-free GL reconciliation and reporting for relevant suspense accounts
- Initiated efforts in day-to-day operations to reduce paper usage, aligning with the bank's net-zero target. e.g.- challenging status quo in daily BAU
- Proposed the idea of making a Video Instructions Manual (VIM) for new joiners in 2022, then Pioneered the first video in Q2 2023.
- Worked on developing the technical user guide for new joiners to make new joiners' journey smoother
- Engaged in the annual review of the Department Instruction Manual (DIM) and simplified its content.

## Personal Info

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## Skills

- ✓ Critical Thinking
- ✓ Financial analysis
- ✓ Problem-solving
- ✓ Payment Operations
- ✓ Detail Oriented
- ✓ ACH Payments
- ✓ Process Analysis
- ✓ Operational Risk Management
- ✓ Process Improvement
- ✓ Team Management
- ✓ Financial Forecasting
- ✓ Account Reconciliation
- ✓ Business communication
- ✓ Presentations and public speaking
- ✓ Investigation
- ✓ Cost Savings Strategies
- ✓ MI reports

## Awards

Global OPS Star of The Month JAN 24

## Licenses & Certifications

Excel Skills for Business- Coursera  
Excel: You Can Do This- LinkedIn  
Fraud Management on Electronic Payment Systems- Bangladesh Institute of Bank Management  
Foundation Training Course on banking- Bangladesh Institute of Bank Management  
Foundations of User Experience (UX) Design - Google

2023-06  
- present

2022-02  
- 2023-05

## Associate, Global Payment Solutions

*HSBC, Dhaka*

- To HUBm Project (2022): Played a pivotal role in the bank's largest project (HUBm project), demonstrating a strong commitment to project success
- Developed IBFT Inward Process Notes (Version 1): Created essential process notes for the IBFT inward version 1, ensuring clarity and efficiency in overall processes
- Identified and Escalated Money Laundering Case: Proactively identified and escalated a critical money laundering case, safeguarding the bank's reputation and complying with regulatory requirements
- Conducted Regulatory Awareness Sessions: Led awareness sessions within the team, keeping them informed about the latest group policies, regulator requirements, and industry policies
- Error-Free MI Reporting Ownership: Assumed full ownership of Management Information (MI) reporting, consistently delivering accurate reports without errors
- Contributed to Alteryx Automation Project: Played a significant role in the Alteryx project, revolutionizing automation in regulatory reporting and improving efficiency
- Recognized for Customer Excellence and Support: Undertook projects and tasks that were recognized by relevant Line of Business (LOBs) and stakeholders, showcasing dedication to customer excellence and support.

## Languages

English



Bengali



2021-02  
- 2021-05

## Customer Service Desk Intern

*Bank Asia Limited*

### • Customer Service and Account Management

Provided daily customer service to over 40 clients, ensuring high satisfaction and prompt issue resolution. Collaborated closely with the account opening team to assist customers and perform thorough due diligence.

### • Project Leadership and Data Management

Assumed a leadership role in the locker project, guiding the team towards successful implementation. Spearheaded the collection and organization of data for locker holder customers, enhancing the efficiency of the project.

### • Reporting and Analysis

Developed and maintained monthly duellists for locker allocations, streamlining the management process. Generated accurate statements detailing both realized and unrealized locker charges for customers, aiding in transparent business communication.

2019-02  
- 2020-12

## Junior Executive Writer

*Saydon Group*

- Produced High-Readability and SEO-Optimized Content
- Researched and Crafted Content on Business Icons in Bangladesh (English and Bengali)  
Created Engaging Content on Marketing Topics (English and Bengali)

2019-01  
- 2019-05

## General Member

*The Marketing Club of North South University*

- Was part of the roadshow team for the event #Marketing v4; where we had a nationwide roadshow - went to different universities to give presentations to their students about the digital marketing competition #marketing - wrote posts for the club as a part of the publication team
- co-anchored the spring recruitment 2019

2018-08  
- 2019-01

## **Probationary Member**

*The Marketing Club of North South University*

- Wrote posts and articles as part of the publication team - collaborated with many people as part of different management teams (e.g AUDI management, Line management) throughout the event
- ELEMENTAL Season 3 - as a part of the sponsor team, we went to different potential corporate sponsors to talk about our event elemental v.3 for financing our event

## **Education**

### **Finance, Bachelor of Business Administration - BBA**

*North South University*

2017-01  
- 2021-08

Completed Bachelor's in Business Administration from North South University with a high academic standing GPA: 3.66/4.00.  
Graduated with Magna Cum Laude

### **Higher Secondary School Certificate**

*Chittagong College. GPA:4.83 /5.00*

### **Secondary School Certificate**

*Chittagong Cantonment Public College. GPA:5.00 /5.00*