



BILAL TARIQ MALLICK

SUMMARY

I graduated from Bangor University of Wales with First Class Honours (2021) in Accounting and Finance and currently pursuing the ACCA qualification.

My current position is Customer Relationship and Implementations manager at Apiso, financial services company. My duties include, conducting the initial KYC and compliance procedures on clients like their documentation, document collection and initial screening and complying with regulatory guidelines set by the CBB. Further I would analyze if the company is financially viable to onboard. Additionally, I arrange meetings with clients to communicate regulatory guidelines and follow up on progress made on documentation and certification. I also contact and maintain relationships with onboarded clients, configure new clients into the system, attend to client needs after onboarding and analyze KPIs to identify clients trading activities, spending volume and make recommendations for improvements in products after feedback from customers. Earlier I interned at Infinios financial services, Apiso's parent company in a similar role. I'm constantly seeking roles that will help me learn and grow professionally.

PERSONAL SKILLS

- Works independently and in teams
- Reliable and professional
- Planning, organizing and coordinating activities in teams or individually
- Able to meet deadlines for projects and engagements.
- Good communicator with clients and colleagues and seniors
- Able to report and make suggestions to seniors
- Independent learner
- Organized and proactive

CONTACT

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Nationality

Bahraini

PROFESSIONAL SKILLS

- Financial Statement Analysis
- Business Professional Ethics
- Accounting Software Sage 50
- MS Excel, MS Word and MS office
- Relationship management
- Product management
- Corporate and Business Law
- Client screening and KYC
- Documentation and regulatory compliance

WORK EXPERIENCE

- **INFINIOS:** **OPERATIONS, IMPLEMENTATIONS AND COMPLIANCE INTERN: NOVEMBER 2021 - JANUARY 2022**

- **APISO (FULL TIME):**

1) IMPLEMENTATION AND CUSTOMER RELATIONSHIP ASSISTANT:

JANUARY 2022 - MARCH 2023

2) CUSTOMER IMPLEMENTATION AND SUPPORT MANAGER:
MARCH 2023 - PRESENT

- Involved in KYC and initial screening of clients before onboarding, and is client's main point of contact throughout the process.
- Ensured Clients complied with the CBB regulatory requirements before they were onboarded.
- Communicated compliance documentation and certification needs to customers before onboarding.
- Assisted compliance team with documentation collection of clients and regularly checked on their progress to ensure completion.
- Arranged meetings with clients to communicate regulatory guidelines and status of current progress.
- Analyzed company's organizational structure and MOA to identify key requirements in documentation.
- Designated account manager for key clients.
- Regularly communicated with customers about their needs and solved their issues through calls and email.
- Discussed strategic perspectives with operations and management team in meetings about clients status and progress
- Analyzed clients KPIs to identify clients trading volumes. Contacted clients in case trading volume were higher or lower than expected.

EDUCATION

1) BACHELOR OF SCIENCE - ACCOUNTING AND FINANCE

Bangor University of Wales| 2018-2021
GPA - 4.0, (First Class Honours, Distinction).

2) ACCA - CANDIDATE

CURRENTLY STUDYING