



Shubhendu Mukherjee

Director
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Areas of Expertise

- Anti Money Laundering
- Sanctions
- Financial Crimes Operating Model
- RegTech

Industry Expertise

- Financial Services

Education

- M.P.A. – Economic Policy Management, Columbia University, USA
- M.B.A. – Finance, Griffith University, Australia
- B.Sc. – Physics, Patna University, India

Professional Memberships and Certifications

- Massachusetts Institute of Technology (MIT) Fintech: Future of Commerce
- Certified Regulatory Compliance Manager (CRCM)
- Certified Anti-Money Laundering Specialist (CAMS)

Professional Experience

Shubhendu is a Director in Protiviti's New York Office and has 20+ years of experience in the financial services industry. Shubhendu offers expertise in Anti Money Laundering (AML) and Sanctions compliance, process reengineering using digital technologies in regulatory compliance, and execution of strategies to manage an effective financial crimes program. Prior to joining Protiviti, Shubhendu was a Director in PwC's Financial Services, Risk and Regulatory practice. As a senior member of the financial services regulatory practice, Shubhendu has advised and assisted senior management and Boards of Banks in regulatory compliance. Shubhendu has worked extensively with business lines of various banks and successfully managed teams in Compliance and Audit operations as well. He has supported the AML and Combating Financing for Terrorism (CFT) initiatives at the Financial Market Integrity Group of the World Bank in DC. He also has significant experience in handling retail and commercial banking operations while working at the State Bank of India.

Shubhendu is leading Protiviti initiatives to utilize digital solutions in regulatory compliance. He has been working with multiple vendors providing robotic process automation (RPA), Artificial Intelligence (AI) and Machine Learning solutions and discussing the solutions with financial institutions.

Major Recent Projects

- Lead multiple projects requiring audit and validation of BSA/AML program including customer onboarding, transaction monitoring (TM) and sanctions screening processes.
- Served as the lead engagement Director for one of the largest global financial institution (FI), headquartered in New York, for multiple years and assisted the FI update its AML and Sanctions processes to successfully address regulatory concerns. The key activities included reviewing AML and Sanctions controls-based controls, for business lines including banks, broker dealer and investment management; quantification of risk assessment processes, establishing a set of global KYC and Sanctions standards, updating customer risk scoring mechanisms and updating transaction monitoring rules.
- Established robotic process automation (RPA) bots to manage the work-load of a back-log clearance of TM alerts.
- Lead a multi year engagement at a global Bank headquarter outside the USA, for reviewing OFAC Audits of 15 Audit Entities in multiple geographies of the Bank. Key activities included reviewing and revising the audit plans and also providing subject matter expertise to the audit team of the Bank.
- Responsible for the analysis and updates to the operating model of the global financial crimes unit of a global bank with assets in excess of \$100 billion. The analysis and development of efficient and effective operating model included a skills and talent assessment of the Bank.
- Lead multiple initiatives to train Compliance and Internal Audit staff of financial institutions working closely with the regulators of the Banks including the OCC, the Federal Reserve and the SEC.