



COMPONENT ONE – CV AND COVER LETTER

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Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

LCLM4005

EMPLOYABILITY AND CAREER DEVELOPMENT
DIAN MAYASARI

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1. Curriculum Vitae

SHOHOR BANU

Bickley Grove, Sheldon, Birmingham, B26

Mobile: 07734347818

Email: shohor.banu@gmail.com

Personal Statement

Detail-focused financial services professional skilled in document verification, risk assessment and clear decision-making. Confident in handling sensitive conversations, meeting deadlines and maintaining high compliance standards with professionalism.

Key Skills

- KYC & AML awareness
- Regulatory compliance (DPA, FSA, GPDR, TCF, Banking Code)
- Document verification & due diligence.
- Fraud identification & risk assessment
- Ability to work under pressure, conflict checking, and information analysis.
- Strong written & verbal communication including Bilingual skills in Bengali & Urdu
- Stakeholder management & confident decision-making.

Employment History

Secure Bank Trust (New Business) – Motor Finance Administrator

AUG 2022 – PRESENT

Key Responsibilities & Achievements:

- Verified customer identity and documentation, including proof of address.
- Completed due diligence checks, identifying fraud risks and vulnerable customers.
- Assessed affordability by analysing payslips, income evidence, and bank statements.
- Supported underwriters with clear analysis and recommendations.
- Communicated decisions and information requests to brokers & dealerships.
- Managed end-to-end applications within strict SLAs, with accuracy and compliance.
- Exercised strong judgement when approving or declining finance agreements.
- SAF qualified.

Relevance to Gateley: Document analysis, source-of-funds review, stakeholder communication, compliance-driven, and working within regulated frameworks.

FBS Insurance – Administration Manager/ Insurance Consultant**AUG 2015 – AUG 2022**

Key Responsibilities:

- Managed staff rotas, recruitment, payroll, and HR matters.
- Handled budgeting, creditor payments, and financial administration.
- Resolved customer complaints with clear, sensitive communication.
- Provided bilingual support for walk-in clients, in Urdu and Bengali.
- Liaised with third-party companies to obtain quotes and verify information.
- Escalated accident management cases while ensuring full insurance compliance.

Relevance to Gateley: Strong organisational skills, and handling sensitive information.**Royal Bank of Scotland Group – Mortgage Collection and Recoveries Specialist****JUL 2010 – JUL 2015**

Key Responsibilities:

- Managed inbound & outbound calls, assessing financial circumstances.
- Analysed multiple accounts and created repayment plans.
- Liaised with solicitors and third-party agencies.
- Worked under pressure in a compliance-heavy environment.
- Adhered to DPA, FSA, TCF and Banking Code regulations.

Relevance to Gateley: Risk assessment, regulatory compliance, financial analysis.**JUNE 2005 – JUNE 2010 Birmingham City Council - Assistant Housing Officer**

Key Responsibilities:

- Conducted detailed income and expenditure assessments.
- Monitored arrears, new lettings, and legal paperwork.
- Managed calendars, appointments, and home visits.
- Completed Housing Benefit forms and prepared court documentation.

Relevance to Gateley: Document analysis, legal paperwork preparation, risk assessment.**EDUCATION****University of Wales Trinity Saint David****Level 5 Diploma in Business Management (2002 – 2005)****Small Heath Sixth Form Centre****'A2' (A Level) Qualifications (2000 – 2002)**

Psychology B English Literature B

Small Heath Secondary School**G. C. S. E Qualifications (1995 – 2000)**

English Literature	B	Food Technology	A*
English Language	A	History	A*
Mathematics	A	Double Science	C, C

Interests & Hobbies

Fitness: I stay active through regular gym training, which helps me maintain focus and resilience.

Outdoor Activities: I enjoy water sports and outdoor challenges that build confidence and discipline.

Leadership: As the eldest of six, I naturally take on responsibility and often organise family events, strengthening my communication, planning and leadership skills.

References: References available upon request.

2. Cover letter

To: Hiring Manager

Gateley,

One Eleven Edmund Street,
Birmingham,
B3 2HJ.

Thursday 8th October 2026

Application: **Business Acceptance Analyst**

Dear Hiring Manager,

I am writing to apply for the Business Acceptance Analyst position within Gateley's Professional Regulation and Standards team. I bring extensive experience in document verification, due diligence, risk assessment, and compliance from my work in financial services, underwriting support and customer-facing regulated environments.

In my current role at Secure Bank Trust, I verify identification and financial documents, assess affordability, identify discrepancies and potential fraud, and communicate decisions clearly to brokers and customers. I am accustomed to working under pressure, managing strict deadlines, and producing accurate, well-reasoned outcomes, all of which align closely with the KYC, AML.

My previous experience in insurance, banking and public sector roles has strengthened my analytical skills, attention to detail and ability to manage sensitive conversations with confidence. I am committed to maintaining high professional standards and supporting effective risk management.

I am drawn to Gateley's reputation for integrity, collaboration and forward-thinking practice, and I would welcome the opportunity to contribute to your Professional Regulation and Standards function.

Thank you for considering my application. I look forward to the opportunity to discuss my suitability further.

Yours faithfully,

Shohor Banu

3. Job search and job description – (screenshots)

[Financial Analyst Job in Birmingham \(with Salaries\) | Indeed United Kingdom](#)

https://uk.indeed.com/viewjob?jk=646c177b7d616bd6&from=shareddesktop_copy

Business Acceptance Analyst

Gateley • 111 Edmund Street, Birmingham

[Apply on company site](#) 



Job details

Here's how the job details align with your [profile](#).



Job type

Permanent

Benefits

Pulled from the full job description

- Annual leave
- Employee assistance programme
- Company pension
- Cycle to work scheme
- Season ticket loan
- Flexible schedule

Full job description

About The Opportunity

The Role

This is an exciting time to join our growing Professional Regulation and Standards function as we look to recruit a Business Acceptance Analyst to be based in our Birmingham office. The successful individual will have responsibility (under supervision) for undertaking KYC and conflict checks as part of the client onboarding process, as well as advising on other AML matters such as source of funds and effective risk assessments.

- Collecting and reviewing KYC documents for clients with various risk profiles.
 - Carrying out in depth research in respect of clients, making use of Companies House and corporate databases.
 - Conducting and reviewing sanctions, PEP and adverse media checks.
 - Collecting and reviewing source of wealth and source of funds documents and providing matter managers with further advice.
-

- Requesting further information from the business and communicating decisions in a clear and concise manner.
- Reviewing risk assessments on IntApp.
- Conducting conflict checks on IntApp and analysing results.
- Drafting KYC and conflicts summary analysis that provides direction to the business using the results from the research and checks.

The Team

As providers of professional services, it is fundamental that we behave in such a way that our clients and the public trust us. Our compliance with the law, regulations, industry guidance and best practice underpins this and is therefore critical. The responsibility for risk management and compliance in our business is shared by everyone, but we don't expect our people to manage this alone. We have a dedicated Professional Regulation and Standards team to support our people and provide guidance on risk and compliance related matters.

The Person

The role is suitable for those with experience of working in a law firm/ Risk & Compliance environment. Experience of working in a similar role is advantageous but not essential, as full training will be provided.

Candidates must be able to demonstrate the following skills:

- Ability to analyse documents and other information, with close attention to detail.
- Excellent written and oral communication skills
- Ability to work well as part of a team and also independently.
- Good prioritisation skills, with the ability to work under pressure and to tight deadlines.
- Strong organisational skills.
- Confidence – You may need to have difficult conversations with stakeholders within the business.
- Knowledge of relevant legislation and regulatory requirements would be helpful but not essential.

This job description is not an exhaustive list due to the requirements of the role. Therefore, the job holder may be required from time to time to carry out other ad hoc tasks as requested

The benefits

With support, coaching and feedback from some of the most engaging colleagues around our great development and progression opportunities will reward your commitment and loyalty. We offer a competitive remuneration package where you'll be rewarded for your individual performance with an opportunity to receive an annual bonus.

In addition, we have a wide range of learning and development opportunities via our Learn platform to develop new skills and progress your career. Our My Flex comprehensive rewards package includes options covering annual leave (and the benefit of purchasing extra days), cycle to work, critical illness benefit, employee assistance programme, group personal pension, health care, season ticket loan and many more benefits (grade dependent). Finally, with Perks At Work/Home you can select a host of retail benefits that suit your needs alongside a Community Online Academy, free courses for all from fitness to coding to languages to hip hop dance.

We are Gateley

We are forward thinking and straight talking, our approach is to find solutions to the problems that our clients face. Gateley is a legal and professional services group, we are a group of formidable experts in all areas of law and business. Passionate problem solvers, we get our kicks from finding the right answers and getting our legal and business clients where they need to be. We support more than 5,700 active clients,

4. Reference List

Indeed.com 2026, *Financial Analyst Job in Birmingham (with Salaries)*, Indeed United Kingdom, viewed 23 September 2026, <<https://www.indeed.co.uk>>

Gateley PLC (2026) *Home*. Available at: <https://gateleyplc.com/> (Accessed: 8 October 2026).

5. Glossary of Abbreviations

AML — Anti-Money Laundering

Laws and measures that prevent criminals from turning illegal funds into legitimate money, mainly through monitoring activity, identifying risks, and reporting suspicious behaviour.

DPA — Data Protection Act

The UK legislation governing how personal data must be collected, stored, processed, and shared. It ensures organisations handle personal information lawfully, fairly, and securely.

FSA — Financial Services Authority

The former UK regulator responsible for overseeing financial markets, firms, and consumer protection. Its duties were later transferred to the FCA and PRA in 2013.

GDPR — General Data Protection Regulation

EU data-protection law that sets strict rules for how organisations collect, use, store, and protect personal data, ensuring transparency, security, and individual rights.

KYC — Know Your Customer

A due-diligence process used to verify customer identity, assess risk, and prevent fraud, money laundering, and financial crime. Typically involves ID checks, address verification, and financial assessment.

SAF — Specialist Automotive Finance (Qualification)

An industry-recognised certification demonstrating knowledge of automotive finance regulations, responsible lending, affordability assessment, and compliance standards within motor finance.

SLA — Service Level Agreement

A contract that defines the required service standards, including performance targets, responsibilities, and consequences for not meeting agreed levels.

TCF — Treating Customers Fairly

A regulatory framework requiring financial organisations to ensure fair outcomes for customers, including transparent communication, suitable products, and responsible service.