



Simran Alam

Fraud Specialist

Contact

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About Me

Experienced Claims Fraud Specialist with a proven track record of preventing fraud and educating customers on safety measures. Skilled in reviewing checks and identifying potential fraud, resulting in safeguarding clients and the bank. Elevated to Subject Matter Expert for Business Credit Referral process, showcasing leadership qualities. Known for providing valuable support to the team and driving process improvements. Ready to leverage expertise in fraud prevention and process enhancement at a reputable organization.

Skills

- Problem Solving
- Logical Thinking
- Objection Handling
- Decision Making
- Time Management
- Adaptability

Education

- BSc (Botany Hons)
University of Calcutta 2018
- Higher Secondary
WBCHSE 2013
- Secondary
WBBSE 2011

Experience

- **Fraud Specialist** Jan 2023 - Present
JP MORGAN CHASE & Co
 - Identification and prevention of check fraud.
 - Taking measures in real time fraud scenarios.
 - New account screening.
 - Collection of detailed information to file a claim and sharing update on existing claims.
 - Developing effective fraud prevention strategies with a blend of advanced technology, robust processes and vigilant oversight
- **Subject and Matter Expert** Oct 2020 - Dec 2022
BT e-serve India Pvt Ltd
 - Helping the team with any process related queries and working on escalations.
 - Performing root cause analysis and mitigating gaps process for continuous improvement.
 - Guiding and coaching the team members to help them achieve their performance metric goals.
 - Stakeholder management.
- **Process Associate** Feb 2019 - Apr 2020
Wipro Ltd
 - The primary point of contact for any queries as a customer service representative.
 - Diagnosing and troubleshooting on products to resolve issues in services.

Language

- English
- Bengali
- Hindi