

# Mohammad Mohsin

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## SUMMARY

Driven Fraud Prevention Analyst with 3 years of experience in fraud detection and team leadership. Spearheaded team initiatives that reduced attrition and absenteeism while enhancing fraud detection strategies and ensuring compliance with AML and KYC regulations. Seeking a Fraud Prevention Analyst position to leverage skills in identifying fraud patterns and improve team performance through strategic mentorship and advanced fraud detection methods.

## EXPERIENCE

### Team Lead Associate Fraud Prevention

TTEC

February 2024 – January 2025, Ahmedabad

- Goal Setting & Performance Management: Establishing effective team goals for a team of 18 members, providing coaching, and developing documented action plans for performance improvement.
- Organisational Skills: Successfully handled 5x volume spike and cleared backlog before projected time frame by a chain of decisions.
- Positive Work Environment: Actively reducing attrition and absenteeism by fostering a supportive and engaging workplace for agents.

### Fraud Prevention Analyst

TTEC

February 2022 – January 2025, Ahmedabad

- Conducted real-time transaction monitoring to detect suspicious activities, identifying potential fraudulent transactions and ensuring compliance with AML/KYC regulations.
- Implemented risk-based strategies to prioritize high-risk accounts and flagged suspicious behaviors for further investigation.
- Performed comprehensive KYC procedures, including Customer Identification Program (CIP), Minimum Due Diligence (MDD), risk assessments, Customer Due Diligence(CDD) and Enhanced Due Diligence(EDD) checks for client.
- Led closely with the fraud prevention team to identify and prevent fraudulent activities by analyzing inconsistencies and red flags in customer profiles.
- Collaborated with cross-functional teams to investigate fraud incidents, ensuring the timely submission of Suspicious Activity Reports (SARs) and accurate documentation for internal and external audits.
- Analyze past fraud trends and behaviors & develop rule-based strategies for fraud detection which helped more than 25%(approximately 59 members) of the team.
- Discovered and led efforts to uncover 1000+ charge backs.
- Provided SME support for 5 new batches.

## EDUCATION

### Bachelors in Computer Science

Minor in Computer Science • Adikavi Nannaya University • Rajamahendravaram • 2024 • 6.55 GPA

### 12th HS

Minor in Science • Sri Chaitanya Junior College • Jangareddygudem • 2018 • 72.9%

### 10th SSC

Minor in 10th Grade • Kids English Medium School • Jangareddygudem • 2016 • 9.0 GPA

## INVOLVEMENT

### Team Leadership

Ahmedabad • TTEC • February 2022 – January 2025

- Identified and documented more than 5 fraud trends for the client's official file.
- Mentored 5 new batches to stable performance.
- Successfully managed client projects, addressing challenges like AHT and Quality.
- Provided SME and floor support, resolving queries and improving workflows.
- Consistently a top performer, recognized almost 10 times in 3 years.
- Conducted quality scans, reducing errors and improving overall quality.

## SKILLS

Fraud Prevention, KYC, AML, Mentoring, Training, Team management, Leadership, ATO, Chargeback, Microsoft Excel, Performance management, Fraud Investigation, Enhanced Due Diligence(EDD), Customer Due Diligence(CDD), Transaction Monitoring(TM), Fraud Prevention & Analytical skills.