

# SUCHISMITA GHOSE

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## SKILLS

- BUSINESS PROCESS IMPROVEMENT
- PRODUCT DEVELOPMENT
- TEAM MANAGEMENT
- QUALITY ASSURANCE
- FRAUD PREVENTION
- EXPERIENCE IN 24/7 WORKING ENVIRONMENT
- EXPERIENCE WORKING WITH A TICKETING SYSTEM LIKE ZENDESK, JIRA SERVICE MANAGEMENT
- LEADERSHIP QUALITIES
- ORGANIZATIONAL SKILLS
- COMMUNICATION & INTERPERSONAL SKILLS
- PROBLEM-SOLVING & ANALYTICAL THINKING
- TRAINING & DEVELOPMENT
- TECH-SAVVY
- KYC CHECKS
- CUSTOMER ONBOARDING
- MS OFFICE (EXCEL, WORD, POWERPOINT, OUTLOOK)
- TEAMS, SLACK, CONFLUENCE

2015-2019

BACHELORS OF TECHNOLOGY  
C. V. RAMAN GLOBAL UNIVERSITY,  
BHUBANESWAR

2012-2014

10TH & 12TH (CBSE)  
SURENDRANATH CENTENARY SCHOOL,  
RANCHI

## LANGUAGES

English: C2

Proficient

Hindi: B2

Upper Intermediate

# ASPIRING AML ANALYST

## PROFILE

I want to enter in the core AML field, as I feel a strong inner calling toward this work. I have a keen eye for detail and can dedicate long hours if the work is engaging and meaningful. At this stage, I'm very much focused on building expertise and contributing meaningfully in this field as I believe success comes after hard work.

## WORK EXPERIENCE

### REVOLUT TECHNOLOGIES INDIA PRIVATE LIMITED, Mumbai, India

#### Card Payment and Chargeback Specialist,

May 2023- Sep 2024

- Investigated and resolved customer disputes related to card transactions.
- Stay updated on regulations and best practices related to card payments and chargebacks.
- Handled incoming formal complaints within the regulatory deadline.
- Handled daily banking operations and escalations while ensuring compliance.
- Collaborated internationally to resolve customer issues and enhance service delivery.

### TTEC INDIA, Ahmedabad, India

#### Service Delivery Specialist,

Aug 2022- Apr 2023

- Evaluated customer interactions to ensure quality service and provided feedback for continuous improvement.
- Mentored and trained team members, enhancing service delivery and team performance.
- Prepared reports on customer satisfaction metrics and managed multiple projects efficiently.
- Mentored, coached, and trained teams to improve performance and maintain quality standards.

#### Lead Associate,

Jan 2022- Aug 2022

- Supported team members with product knowledge and real-time process improvements.
- Acted as a subject matter expert, providing performance feedback to leadership.

#### Support Associate,

Dec 2019- Dec 2021

- Resolved customer queries related to payments, ensuring compliance with company policies.
- Managed customer communications professionally and efficiently.
- Conducted KYC checks and analyzed account information for risk assessment.
- Communicated effectively to resolve customer issues and identified fraud trends.
- Quickly answered customer questions and fixed problems, keeping a high satisfaction rating.
- Sent friendly, personalized messages and follow-ups to customers, which helped bring 40% more customers back.
- On-boarded clients, KYC reviews, periodic reviews, KYC at high risk activity stages.
- Review customer accounts to determine the legitimacy of the account and account holder, and any associated risk for a biggest auction website client.
- KYC checks on all new clients, as well as checking all legal documentations for both existing and new clients.
- Analyze account information, activity and behavior, history, and trends to take appropriate action to maintain the integrity of the online marketplace.
- Identify problems and issues by performing relevant research using the appropriate tools.
- Communicate via chats and emails effectively and concisely with all applicable parties in pursuit of resolution of cases in written form without spelling or grammatical errors and interact in a professional manner, even in adverse situations.
- Provide feedback to colleagues and management regarding necessary changes and updates; including policies, upgrades, and potential queue changes.
- Discover and identify fraud trends and present opportunities for stronger results and regulation.