

Sumit Ghosh

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Professional Summary

B.Tech graduate in Electrical Engineering with proven expertise in fraud prevention operations and team leadership. A core contributor in Payment Fraud and Fake Inventory workflows, with experience across various risk and customer trust domains. Skilled in client communication, RCA, escalation handling, and managing cross-functional teams. Known for handling data efficiently and supporting both on-site and remote operations with precision.

Key Skills

- Team Leadership&People Management (Trust&Safety)
- Fraud Prevention (Major Support in Payment Fraud, Fake Inventory&Account Take Over)
- Transaction Monitoring (AML)
- KYC (ID Operations)
- Customer Backend Handling, Phishing&Spamming Case Reviews
- Message Thread Review, Text Moderation&Content Moderation
- PRO Host, Super Host, Offsite Payment Operations&Chargeback
- Coaching, RCA&Risk Mitigation
- Floor Support&Escalation Handling
- Data Handling, Reporting&Leave Management
- Google Sheets, Google Docs, Workspace Tools&Office 365
- Slack, Salesforce&Jira Escalation Handling
- Time Management&Operational Execution

Work Experience

TTEC(September'25 - January'26)

Team Lead Associate

Ahmedabad, India

- Leading a team in core fraud prevention areas with major focus on Payment Fraud and Fake Inventory in trust and safety department.
- Coaching team members, managing productivity, and driving resolution for complex fraud scenarios.
- Conducting deep RCA on failed cases and deploying preventive actions.
- Handling escalations related to phishing, spamming, offsite listings, pro/super host issues, and message thread reviews.
- Providing daily floor support, managing schedules, and ensuring team KPIs are met.
- Collaborating with clients and internal departments via Slack, Salesforce, Jira, and Google Workspace tools.

TTEC(April'25 – August'25)

Temporary Team Lead

Ahmedabad, India

- Leading a team in core fraud prevention areas with major focus on Payment Fraud and Fake Inventory.
- Coaching team members, managing productivity, and driving resolution for complex fraud scenarios.
- Conducting deep RCA on failed cases and deploying preventive actions.
- Handling escalations related to phishing, spamming, offsite listings, pro/super host issues, and message thread reviews.
- Providing daily floor support, managing schedules, and ensuring team KPIs are met.
- Collaborating with clients and internal departments via Slack, Salesforce, Jira, and Google Workspace tools.

TTEC (March'24 – April'25)

Fraud Prevention Representative

Ahmedabad, India

- Supported multiple work types including Payment Fraud (PF), PRO, ATO, and Chargebacks.
- Addressed Fake Inventory listings and unauthorized account activities.

- Reviewed backend customer communications and handled sensitive data with confidentiality.
- Engaged in phishing and spam investigations, and message moderation tasks to maintain platform integrity.
- Transaction Monitoring for money laundering&terror financing.
- KYC Operations (ID Ops)

Education

- B.Tech in Electrical Engineering - SKMU University, 2020
- Senior Secondary (Science) - JAC Board, 2015
- Secondary Education - CBSE Board, 2013

Certifications&Achievements

- CCNA Network Fundamentals (Simplilearn) *(Basic Knowledge - Not in active use)*
- Digital Marketing Fundamentals (Google)
- National-Level Project: Electricity from Carpet (NCERT JNSMEE 2014)
- Workshop Participant: Robotics, Ethical Hacking, Power Electronics