

TANYA DUTTA

✉ tanyadutta2003@gmail.com ☎ +91 7739351141 📍 Kolkata, West Bengal - 700101

OBJECTIVE

Detail-oriented Risk Investigator with experience in identifying and analyzing operational and compliance risks in non-technical business processes. Skilled in fraud detection, policy compliance, and risk assessment across finance, HR, and administrative functions. Strong reporting, documentation, and cross-functional collaboration abilities to support business integrity and regulatory standards.

EXPERIENCE

Process Associate - Risk Investigator October 2024 - December 2025
Genpact - Kolkata

- Conducted detailed investigations on behalf of the client to identify and mitigate eCommerce fraud, account abuse, and transaction risk.
- Utilized sound judgment and risk assessment frameworks to make independent decisions on complex customer interactions and suspicious activities.
- Collaborated with internal teams, including risk analysts, engineers, and third-party partners, to escalate and resolve risk cases efficiently.
- Consistently met or exceeded performance metrics related to productivity, accuracy, and quality assurance in a high-volume operational environment.
- Used proprietary tools and data platforms to gather insights and validate customer information.
- Navigated internal systems and web interfaces to perform verifications and support risk investigations.
- Followed client-specific SOPs and workflow guidelines with precision, ensuring process compliance and operational consistency.
- Managed non-voice channels such as email and chat to handle case queues and support risk investigation workflows.
- Reviewed and processed credit and debit adjustments between the client and retail sellers, ensuring transactional accuracy and compliance with financial policies.

SKILLS

- Excellent Written Communication & Email Etiquette
- Data Entry & Data Management
- MS Office (Word, Excel, Outlook) & Google Workspace
- CRM & Ticketing Tools (Service Now, Amazon Web Services(AWS))
- Customer Service & Problem-Solving
- Attention to Detail & Analytical Thinking
- Time Management & SLA Adherence
- Adaptability & Quick Learning

EDUCATION

○ Bachelors in Administration (B.A) - Economics Honors Patliputra University - JD Women's College, Patna, Bihar	2020 - 2023 60%
○ HSC (Commerce) - Central Board of Secondary Education Himalayan Residential School, Patna, Bihar	2020 74.8%
○ SSC - Central Board of Secondary Education Shivam International School, Patna, Bihar	2018 72.6%

CERTIFICATIONS / TRAININGS

- Youth Empowerment Program - TCS Empowers (2023)
- Introduction to MS Excel - Simplilearn (2025)
- Data Analyst 101 - Simplilearn (2025).

HOBBIES

- Painting
- Reading Comics

LANGUAGES

- English
- Hindi
- Bengali

DECLARATION

I hereby declare that the above-mentioned information is correct up to the best of my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: Kolkata, West Bengal