

# Trisha Saha

K.N. ROY Road, Banipur, Habra 743233 • +91 8637084628 • [trishasahawork99@gmail.com](mailto:trishasahawork99@gmail.com)

## Summary

Detail-oriented FinCrime Analyst specializing in Account Protection, with deep expertise in ATO mitigation and AML, APP fraud. Proven ability to analyze complex transaction patterns, manage high-volume risk alerts, and conduct thorough investigations within strict SLA timelines. Skilled in cross-functional collaboration and utilizing JIRA/Confluence for meticulous documentation. Committed to safeguarding assets, resolving complex fraud cases, and assessing victim refund eligibility with high accuracy and integrity.

## Experience

**October 2025 – February 2026**

**Revolut – Remote**

### FINCRIME ANALYST

As a Financial Crime Analyst, my key responsibilities include :

- Proactively identifying and mitigating Account Takeover (ATO) threats to safeguard user accounts, assets, and sensitive data.
- Conducting detailed investigations into Anti-Money Laundering (AML) and Authorized Push Payment (APP) activities to detect and prevent financial crime.
- Analysing transaction patterns, account activity, and historical data to detect red flags such as mule accounts, phishing attempts, and suspicious transactions.
- Generating and managing risk alerts, performed account verification, and completed investigations prior to alert clearance.
- Collaborating cross-functionally with internal departments to resolve user concerns and support complex fraud investigations.
- Managing multiple concurrent cases while consistently meeting SLA timelines and maintaining high investigation quality.
- Creating and updating JIRA tickets, documenting case progress, findings, and resolution actions accurately.
- Conducting in-depth research to determine potential victimisation and assessed refund eligibility in line with company policies.
- Utilising Confluence and internal knowledge bases to ensure adherence to organisational policies, procedures, and workflows.

**April 2024 – September 2025**

**TTEC India Customer Solutions PVT LTD – Remote**

### QUALITY ASSURANCE SPECIALIST

As a Quality Assurance Specialist, my key responsibilities included :

- Conducting thorough audits of fraud and AML-related decisions to ensure alignment with internal policies, regulatory requirements, and client-specific standards.
- Evaluating case reviews involving account screening, transaction monitoring, and payment fraud investigations to maintain accuracy and consistency in decision-making.
- Assessing the quality of KYC and Enhanced Due Diligence (EDD) processes, including identity document verification, sanctions screening, and PEP (Politically Exposed Persons) checks.
- Identifying quality gaps, procedural deviations, and risks within fraud detection workflows, SAR (Suspicious Activity Report) management, and account restriction handling, while delivering constructive, actionable feedback for continuous improvement.

**December 2022 – March 2024**

**TTEC India Customer Solutions PVT LTD – Remote**

### FRAUD PREVENTION SPECIALIST

As a Fraud Prevention Specialist, my key responsibilities included :

- Monitoring user behavior and transactional activity to detect and investigate suspicious

patterns such as identity theft, chargebacks, account takeovers, and other forms of identity misuse.

- Conducting AML reviews by analyzing unusual transactions, identifying red flags (e.g., structuring, layering, or large unexplained transfers), and escalating or filing internal Suspicious Activity Reports (SARs) as required.
- Executing KYC and Enhanced Due Diligence (EDD) during onboarding and periodic reviews, including verification of identity documents, proof of address, and screening against global sanctions and Politically Exposed Person (PEP) lists.
- Implementing identity misuse prevention measures by validating user credentials, monitoring anomalies, and enforcing authentication protocols to prevent fraudulent access and impersonation.
- Collaborating with cross-functional teams—including compliance, risk, and customer support—to resolve complex fraud cases and continuously improve fraud detection strategies and AML processes.

**September 2021 – January 2022**  
**Tech Mahindra Kolkata – Remote**

### **CUSTOMER CARE EXECUTIVE**

As a Customer Care Executive, my key responsibilities included :

- Resolving customer issues with professionalism and efficiency.
- Collecting feedback to improve service offerings.
- Generating reports on customer service metrics and trained new hires on processes.

### **Skills**

- KYC
- Microsoft Excel
- 
- Anti- Money Laundering
- Fraud Detection
- Risk Assessment
- Client Relationship Building
- Activity Monitoring
- Quality Assurance
- Effective Communication
- Case Management
- Chargeback
- JIRA
- Account Takeover

### **Education**

**2022**

Gobardanga Hindu College  
Bachelor of Science

**2016**

Habra Kamini Kumar Girls' High School  
Up till Class 12<sup>th</sup>

### **Certifications**

Anti – Money Laundering Concepts :  
AML, KYC and Compliance, Udemy –  
(GenMan Solutions),  
[View Certificate.](#)