

SAMAITA RAY

SENIOR FRAUD ANALYST



Summary

Experienced fraud analyst with a strong background in management now looking to build upon experience & knowledge with a role in the risk/AML/fraud domains.



Work Experience

AIRBNB, GURGAON

Safety Specialist

Oct 2025 - April

2026

- Conduct investigations of suspicious claims and activities on the Airbnb platform
- Managing cases determining validity and resolution based on internal policies
- Handling the designated inboxes inbound and outbound tickets/email, outbound call and case work
- Liaising with other department to confirm fraudulent account actives. Working closely with stakeholders to align on case strategy.
- Escalating identified fraud rings and risk issues as they arise.

AMERICAN EXPRESS, GURGAON

Master Account Protection Specialist

Sep 2022 - Aug 2025

- Conduct comprehensive investigations of fraud claims, identifying points of compromise, re-securing customer accounts, and educating clients on fraud prevention.

CONTD



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Education

BA (Hons) English

University of Calcutta



Key Skills

- Cybercrime Investigation
- Evidence collection & analysis
- Fraud detection & prevention
- Knowledge of phishing techniques
- Strong verbal & written communication
- Interpersonal collaboration
- Team Supervision
- Customer Service Excellence



Work Experience

- Conduct comprehensive investigations of fraud claims, identifying points of compromise, re-securing customer accounts, and educating clients on fraud prevention.
- ~~Handle~~ Manage inbound/outbound calls, escalations, resolve complaints, and ensure first-call resolution (FCR) through effective ownership and follow-ups.
- Liaise with merchants to recover fraud losses ~~through~~ charge cancellations and accurate case documentation for internal and external stakeholders.
- Monitor the MHA Cybercrime portal, update actionable fraud case details, and support clients in navigating fraud reporting processes.
- Protect company interests by identifying fraudulent claims through detailed probing, analysis, and call monitoring to uncover inconsistencies.
- Uphold stringent data protection standards in all communications and operations.
- Provide team support beyond regular hours to meet business needs and counteract ongoing fraud activities effectively.

FULL Creative, CHENNAI Client Account Manager

May - July 2022

- Managed client campaigns, ensuring successful execution and performance.
- Acted as the primary liaison between clients ~~and~~ internal teams, including development and billing, to deliver tailored solutions promptly.
- Addressed client queries on billing, account discrepancies, and complaints via phone, email, and chat, ensuring timely resolution and follow-ups.
- Maintained strong client relationships through clear, open communication and trust-building practices.



Software

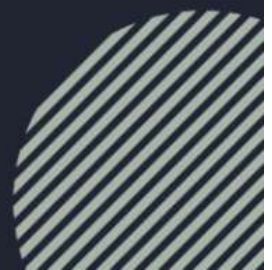
Event Co-ordinator in College

- * Actimize
- * ActOne
- * Fiserv FCRM
- * Oracle ECM



Languages

- English ★★★★★
- Bengali ★★★★★
- Hindi ★★★





Work Experience

BRITISH TELECOM, KOLKATA Sr. Customer Service Executive

Sep 2017 - Feb 2021

- Managed customer orders, resolving complex issues and ensuring seamless progression to minimize delays and errors.
- Collaborated with internal teams to address complaints, improvements, and service requests, enhancing customer experience.
- Streamlined order-related processes by identifying inefficiencies implementing effective solutions.

Achievements

- Chosen in pilot batch of Employee Options Team.
- Worked with three different camps in Consumer (DC-Chat, Sales Offline and Employee Options Team)
- Multiple customer appreciations through E-cards.

WIPRO ITES, KOLKATA Customer Service Executive

Aug 2015 - Jun 2017

- Landline and broadband provisioning for UK customers.
- Received Multiple Customer Appreciations
Employee was awarded 'RnR' for consecutive months.



Interests



Photography



Basketball



Swimming



Travel



Badminton

