



PROFILE

Dynamic and results-oriented professional with experience in customer service, relationship management, and operational excellence. Currently contributing to Amazon's North America and Canada operations as a **CAP Associate (Concession Abuse Prevention)**. Possesses a strong analytical mindset, exceptional communication skills, and a proven ability to adapt to evolving business needs. Passionate about driving impactful solutions and fostering customer trust in dynamic environments.

CONTACT

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ANIRUDHA PAUL

Professional Experience

Amazon | CAP Associate (North America and Canada - Concession Abuse Prevention)

July 2024 – feb2025

- Investigate and resolve cases of concession abuse, ensuring adherence to company policies and promoting a fair customer ecosystem.
- Analyze customer behaviours using data-driven insights to detect patterns of misuse and recommend preventive strategies.
- Collaborate with internal teams to enhance operational processes, achieving measurable reductions in abuse cases.
- Ensure timely communication and reporting to stakeholders regarding fraud trends and resolution outcomes.

Concentrix | Customer Support Executive

August 2021 – October2021

- Managed high-volume customer queries and provided effective solutions to ensure satisfaction and retention.
- Consistently achieved performance benchmarks, maintaining high customer satisfaction ratings.
- Delivered clear, concise, and professional communication to resolve issues efficiently.

Capri Global | Relationship Manager (Auto Loans)

November 2023 – May2024

- Built and nurtured strong relationships with clients to drive auto loan sales.
- Conducted detailed financial assessments to offer tailored loan packages, exceeding customer expectations.
- Negotiated terms and closed deals while maintaining compliance with company policies and guidelines.

 **Address:** 10, Ananda Ghosh Ghat Lane Battala, Hindmotor, Hooghly-712233

HOBBIES

TRAVELLING

WATCHING MOVIES AND SERIES

Education

- **B.Sc Graduate, Calcutta University**
- **Completed Class 12 from CBSE**
- **Completed Class 10 from ICSE**

Key Skills

- **Fraud Prevention & Risk Analysis:** Proficient in detecting and resolving fraudulent activities with data-driven approaches.
- **Customer Service Excellence:** Demonstrated ability to provide exceptional support and maintain customer trust.
- **Analytical Thinking:** Skilled in quantitative analysis, pattern detection, and decision-making.
- **Adaptability:** Quick learner capable of thriving in fast-paced, evolving environments.
- **Communication:** Strong written and verbal skills with expertise in professional stakeholder interaction.
- **Technical Proficiency:** Adept in MS Office (Excel, Word, PowerPoint) and operational software systems.
- **Basic Knowledge of GMS Compliance:** Understanding of global mobility services compliance, eager to develop expertise in regulatory and policy requirements.
- **Basic Knowledge of AML Analysis:** Familiar with anti-money laundering concepts, aspiring to build a career in financial compliance and risk management.