

GAURAV VERMA

SUMMARY

Astute Investigation Specialist with strong track record in uncovering complex fraud schemes and ensuring compliance with regulatory standards. Skilled in data analysis, interviewing techniques, and evidence gathering to support legal proceedings. Adept at collaborating with law enforcement and internal teams to mitigate risks and protect organizational assets. Brings strategic insights and proactive approach to solving investigative challenges.

EXPERIENCE

INVESTIGATION SPECIALIST 02/2021 to 10/2024

Amazon Development Centre, Hyderabad

- Assisted customers while remaining vigilant against fraudulent activity.
- Streamlined customer order investigations by improving the evaluation of associated risks.
- Elevated quality and efficiency by considering diverse client needs during functional analysis.
- Implemented strategies to optimise customer satisfaction and loyalty for a diverse range of customers in both North America and Great Britain.
- Explored new areas of business and clients by actively seeking opportunities for growth.
- Collaborated with the team and lending institutions to reduce risks and assist with the decision process.
- Collected and validated risk information from businesses to interpret and provide assessments, using good judgement and analytical skills.
- Managed a caseload of investigations efficiently, prioritising actions based on severity and impact, and achieving timely resolutions.
- Worked on chargeback cases for 3.5 years – analysed disputed transactions, examined supporting documentation, and determined the validity of the dispute.
- Kept detailed records of chargeback cases, including investigation findings, communication logs, and resolutions.
- Preparing and submitting timely and accurate responses to chargebacks, including evidence and documentation.

GROUND STAFF 06/2017 to 01/2021

Interglobe Aviation Limited, Gurgaon

- Performed anti-sabotage duties to ensure the safety and security of passengers during operations.
- Managed operations in catering unit, cargo unit and engineering goods store.
- Implemented measures to eliminate travel risks and provide seamless experiences.
- Demonstrated strong ability to handle customer interactions and resolve issues efficiently.
- Ensuring counter vigilance is maintained.
- Actively listened to customers to fully understand requests and address concerns.

SKILLS

- Investigation strategies
 - Chargeback Analysis
- Fraud prevention and detection
 - Transaction investigation management
- Anti-Money Laundering
 - Regulatory compliance

INTERESTS

Like to play Cricket, Basketball, & Table Tennis.
Binge watching web series on OTT platforms.
Learning cooking

EDUCATION

U.P.T.U. Lucknow
B. Tech., 2013
Percentage: 68

C.B.S.E. Board, New Delhi
Intermediate, 2009
Percentage: 61

C.B.S.E. Board, New Delhi
High School, 2007
Percentage: 59

TECHNICAL SKILLS

- Advanced negotiation
- Compliance reporting

- Fraud detection