AWADHESH YADAV

Acting Team Lead | Regulatory Compliance Analyst

9770008054 | yadavawadhesh20@gmail.com | linkedin.com/in/awadhesh-yadav | Chhattisgarh, India

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OBJECTIVE

Seasoned fraud and compliance professional with extensive expertise in Fin-Crime investigations, fraud prevention, and regulatory compliance, seeking a senior analyst/team lead role to leverage proven skills in risk mitigation, mentoring and team management with a data-driven approach. Demonstrated success in implementing strategic initiatives to detect and prevent fraudulent activities.

EXPERIENCE

JANUARY 2023 – MARCH 2025

REGULATORY COMPLIANCE ANALYST, ACCENTURE BENGALURU

- Led quality huddles to address the team regarding the error trends and resolve queries related to complex cases. Acted as the point of contact to ensure the detection of potential fraud patterns.
- Assisted new hires during the nesting phase by providing practical knowledge on fraud investigation and guiding them in best practices to meet client metrics and performance standards.
- Proposed tool improvement ideas (ideation) for better performance in client KPIs, while effectively communicating process updates to the team. Collaborated with internal stakeholders to share insights and recommendations aimed at enhancing fraud prevention mechanisms and strategies.
- Conducted in-depth merchant fraud investigations, assessing transaction risk, and payment anomalies to prevent financial crimes.
- Conducted various verification checks on merchants to assess their legitimacy using internal and open-source tools. Made informed decisions regarding account suspension and payout holds based on the severity of fraud indicators in account.
- Investigated card testing fraud on merchant accounts and provided strategic recommendations, including implementing radar systems, setting transaction rate limits, blocking suspicious IP addresses, and enforcing 2FA or CAPTCHA to mitigate fraudulent activities.
- Evaluated transaction risk on merchant accounts by analyzing factors such as transaction volume, dispute history, and overall account activity to identify potential fraud and mitigate risks.

AUGUST 2017 – JANUARY 2023

ACTING TEAM LEAD | SENIOR FRAUD PREVENTION SPECIALIST, TTEC AHMEDABAD

- Led a team of 20 fraud analysts responsible for investigating and recovering compromised accounts, while also mitigating chargeback and payment fraud risks. Achieved an average team quality score of ~96%, surpassing the client target of 90%.
- Managed and supervised fraud queues and inboxes, ensuring adequate staffing to prevent SLA breaches. Maintained an average SLA performance of 94%, surpassing the client target of 92%.
- Conducted weekly performance analysis and provided structured coaching and personalized feedback sessions to enhance results in average handling time (AHT) and quality.
- Developed and implemented action plans to exceed quality targets and reduce AHT, improving overall team productivity. Achieved a reduction in team AHT by approximately 20%.
- Served as a Subject Matter Expert (SME) for 2.5 years, delivering expert guidance and mentorship to new hires from our organization, client, and partner teams. Mentored over 30 new hire batches, equipping them with the skills and knowledge needed for success.

- Supported and guided analysts with complex cases and scenarios. Conducted real-time monitoring and auditing of cases to assess quality and analyze the types of volumes processed by the team.
- Acted as a key specialist between internal team and client for meetings focused on tool and workflow enhancements. Contributed to over five pilot projects to assess workflow efficiency prior to launch.
- Acted as the primary client contact for fraud trend analysis and contributed to the Business Process Improvement team by developing process maps and flow diagrams using Lucidchart.
- Actively involved in improvement of the overall performance of new joiners (~40% of the team) YoY from 2020 to 2023.
- Conducted investigations into accounts (ATO, phishing, etc.) and transaction data (money laundering, money muling, etc.) using internal and open-source tools. Canceled fraudulent payments and initiated payout recalls maximizing recovery and minimizing financial losses.
- Prepared and submitted Suspicious Activity Reports (SARs) to relevant authorities while providing in-depth case documentation and comprehensive investigation notes to support compliance teams.

EDUCATION
JUN 2012 – MAY 2016

BACHELOR OF ENGINEERING, (MECHANICAL ENGINEERING)

Chhattisgarh Swami Vivekanand Technical University, Durg (Chhattisgarh)

SKILLS
- Team and Performance Management
- Knowledge of AML, KYC, banking secrecy act
- Business Process Improvement Measures
- Knowledge of regulations- Sanctions, PEP, OFAC
- Google sheets, docs, and MS Excel
- Mentoring
- SAR & UAR Filing
- Strong reasoning & analytical skills
- Root Cause Analysis
- Capacity Planning & SLA Management

ACHIEVEMENTS
- Nominated for TTEC Agent of the Year for two consecutive years (2020 and 2021).
- Recognized with the Best and Top Performer awards ~25 times for exceeding client targets at TTEC.
- Mentored 30+ new hire batches, improving onboarding efficiency and reducing error rates by 20%.
- Awarded Top Mentor Award for enhancing the performance of new hires during the initial months.
- Awarded Encore (quarterly) and R&R (monthly) performance awards for consistently exceeding expectations across all performance metrics at Accenture.
- Led targeted coaching sessions for underperforming team members, improving quality and average handling time (AHT), with an 85-90% success rate in performance improvement.
- Mentored a partner site batch in Malaysia through on-site engagements and provided remote mentoring for two client batches of Dublin and Portland.