

# Manoj Kumar

## Senior Fraud Analyst

### Personal information

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### Keywords

- fraud detection
- KYC
- stakeholder management
- Transaction monitoring
- risk mitigation

### Abilities

Fraud Detection and Prevention	✓	✓	✓	✓	□
Stakeholder Management	✓	✓	✓	✓	✓
Data Analysis	✓	✓	✓	✓	□
Risk Assessment	✓	✓	□	□	□
Client Handling	✓	✓	✓	✓	□

### Summary

Dynamic Senior Fraud Analyst with extensive experience at Sutherland Global Services, specializing in KYC compliance and fraud detection. Proven ability to assess risk and analyze customer activity, ensuring adherence to regulations. Adept at report writing and delivering concise summaries, enhancing operational efficiency and client satisfaction. Strong analytical and communication skills drive success.

### Professional experience

**Senior Fraud Analyst**12 Nov 24 - 11 May 25  
Sutherland Global Services | Gurgaon

- For key Bank Prepaid Cards, US North Market
- Background research on the requested individuals and their related associates in accordance with relevant SOPs
- Ensure compliance with KYC requirements, regulations, US standards
- Perform KYC Due Diligence, CDD processes for existing clients and the fresh ones being onboarded
- Identify & assess risk for the client based on their risk level, auditing suspicious account activity report
- Meet the customer-specific requirements of all research and report writing into concise summaries with all relevant details
- Analyzing Customer Activity reports to prevent any fraudulent activity on the customer account handling.

Business or sector: Financial Services

**Senior Fraud Analyst**12 Jun 23 - 12 Nov 24  
Teleperformance Global pvt. Ltd | Gurgaon

- For key Bank Prepaid Cards, US North Market
- Background research on the requested individuals and their related associates in accordance with relevant SOPs
- Ensure compliance with KYC requirements, regulations, US standards
- Perform KYC Due Diligence, CDD processes for existing clients and the fresh ones being onboarded
- Identify & assess risk for the client based on their risk level, auditing suspicious account activity report
- Meet the customer-specific requirements of all research and report writing into concise summaries with all relevant details
- Analyzing Customer Activity reports to prevent any fraudulent activity on the customer account handling.

Business or sector: Financial Services

**Senior Analyst**

5 May 18 - 11 Jun 23

*FIS Global Limited | Gurgaon*

- For key Bank Prepaid Cards, US North Market
- Background research on the requested individuals and their related associates in accordance with relevant SOPs
- Ensure compliance with KYC requirements, regulations, US standards
- Perform KYC Due Diligence, CDD processes for existing clients and the fresh ones being onboarded
- Identify & assess risk for the client based on their risk level, auditing suspicious account activity report
- Meet the customer-specific requirements of all research and report writing into concise summaries with all relevant details
- Analyzing Customer Activity reports to prevent any fraudulent activity on the customer account handling.

*American Express | Gurgaon*

- Handled Corporate and Consumer billing inquiries via email, involving MIS posts, Encoding Errors, Balance Transfer errors, Claims Paid Adjustments, reconciliation of all account transactions etc.
- Responsible for processing incoming payment remittances.
- Also preparing monthly MIS on the volumes processed for JAPA and projecting the accurate figures in terms of all the card accounts credited and debited from customers and corporate clients, such as HSBC, Morgan Stanley, JP Morgan, BlackRock, etc.
- Analyzing process gaps, identifying ways to improve processes and service quality, and putting control and process initiatives in place to ensure that all SLAs are achieved.
- Expertise in handling card account adjustments, variance identification, and related accounting for all remittance processes.

Business or sector: Financial Services

**Key Account Manager**

5 May 17 - 11 Sep 17

*Delhivery Pvt. Ltd | Gurgaon*

- Dealing with clients' queries face-to-face, over the phone, and via email.
- Timely follow-up with team members, clients, and monitoring of the team's performance.
- Report Analysis: Checking the accuracy and frequency of report sharing with clients, root cause analysis of customer issues, which are highest in the present structure.
- Review task for quality, ensuring adherence to operational procedures
- Planning, scheduling, analyzing and developing operational procedures and processes

Business or sector: Logistics

**Key Account Manager**

13 Apr 15 - 11 May 17

*Quickdel Logistics Pvt. Ltd. | Gurgaon*

- Dealing with clients' queries face-to-face, over the phone, and via email.
- Timely follow-up with team members/clients and monitoring of the teams performance
- Report Analysis- Checking the accuracy and frequency of report sharing with clients, root cause
- Analysis of customer issues which are higher in the present structure
- Review task for quality, ensuring adherence to operational procedures, planning, scheduling, analyzing, and developing operational procedures and processes.
- Dealing with clients' queries face-to-face, over the phone, and via email.

Business or sector: Logistics

## **Customer Service Executive**

20 Aug 13 - 12 Apr 15

Arvato Bertelsmann India Pvt. Ltd | Gurgaon

- Worked for British Airways on Pegasus, making changes to tickets for dates and destinations.
- Handling First Class and Business Class passengers for their general queries related to legal advice, rules, and regulations of British Airways.
- Handling all the queries related to ticket cancellation/change, and any other issues of passengers.
- Handling all baggage-related queries due to flight delays and connections, ensuring their compensation, and adding and removing additional services such as extra bags, booking seats, food, and wheelchairs

Business or sector: Customer Service

9 May 25 - 9 May 25

## **Education and training**

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### **Bachelors Program in Management studies**

15 Jan 15 - 24 Jan 17

Indian School of Business Management Administration | New Delhi

## **Personal skills**

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### **Organisational / managerial skills**

- Team Management
- Quality Assurance