Gagan Garg

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Profile

Results-driven professional with 3 years of experience in transaction monitoring, fraud investigation, red flag identification, due diligence, chargeback processing, and Anti- Money Laundering (AML) operations.

Skills

- Transaction monitoring
- Fraud prevention
- Fraud detection
- Fraud trends
- Red flag

- Dispute resolution
- ATO
- Monitoring suspicious Activity
- Due deligence

Work Experience

Accertify   Sep 2024 to Present

Sr. Fraud Analyst

- Utilized a range of tools to conduct thorough investigations, verifying customer identities and confirming connections between businesses and individuals.
- Real-time monitoring to detect account takeover activities, staying ahead of potential threats.
- Made informed decisions based on transaction details and risk levels, effectively assessing high-risk and low-risk items.
- Conducted comprehensive customer verification and due diligence, taking into account various risk factors.
- Analyzed past transactions to identify purchasing patterns and potential fraud risks, staying vigilant against emerging threats.
- Monitored and identified emerging fraud trends, continually improving investigative techniques to stay ahead of the curve.
- Identified suspicious activity in transaction monitoring systems, detecting fraud and taking swift action.
- Performed basic KYC and customer identification.

Carelon Global Solutions (SP Soft)   Jan 2024 to Aug 2024

Claim Associate

- Responded to fraud alerts and provider disputes.
- Provided information about claim status and coverage details.
- Verified customer documents with their records.
- Maintained accurate records of all claims' activities.
- Ensured compliance with regulatory requirements and industry standards.

Genpact   Jan 2022 to Nov 2023
Process Associate

- Responded to fraud alerts, chargebacks, and disputes.
- Monitored disputed transactions for possible fraudulent activity and maintained accurate and complete documentation of every phase of the dispute process.
- Ensured compliance with Anti-Money Laundering (AML) regulations and guidelines set by regulatory bodies.
- Stayed updated on regulatory changes and implemented necessary adjustments to AML procedures.
- Monitored and analyzed financial transactions to identify suspicious activity related to money laundering, fraud, or other financial crimes.
- Identified suspicious activity in transaction monitoring systems to detect fraud.
- Analyzed customer chargeback disputes and debit card transactions to identify fraudulent activity.
- Researched and reviewed all aspects of the dispute process to determine the root cause of the problem.

Education

MBA In Finance   May 2023 to May 2023
NMIMS University

B.com   Sep 2021 to Sep 2021
CDLU University

Certificate

PWC Switzerland Power BI virtual experience program from Forage

Award

Received R&R in Carelon for exceptional performance.

Received R&R in Genpact for excellent productivity and Accuracy.

Language

English   **Hindi**
Punjabi