

# SAKSHI

## Dispute analyst

### CONTACT

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- 📍 Sector 69, badshahpur, Gurugram

### EDUCATION

2019-2020  
SECONDARY EDUCATION  
DAV PUBLIC SCHOOL, PATAUDI

2020-2023  
MDU, ROHTAK  
• Bachelor of Science

### SKILLS

- Knowledge in KYC policies and AML procedures
- Knowledge in CDD & EDD
- Knowledge in Chargeback and pre-arbitration
- Client Satisfaction driven
- Quality customer Service

### CERTIFICATIONS

- AML/KYC & Fraud Training Online(2023)

### PROFILE SUMMARY

To secure a challenging and rewarding position with a reputable company where I can utilise my skills knowledge and experience to contribute effectively to the company's success while continuously enhancing my professional growth and development. I'm seeking a dynamic role that aligns with my strength and interests, allowing me to make a meaningful impact in a collaborative and innovative work environment.

### WORK EXPERIENCE

**Genpact | Associate** 2023-PRESENT  
Gurugram, Badshahpur

- Bankcard transactions dispute within regulations E & Z timeframes and following Department Policies/Procedures.
- Investigation involves deep Transactions Monitoring on Debit/Credit cards to find out the suspicious activities in bank accounts.
- Issuance of provisional credits (PVC), Customer Letters and handling presentations and Pre arbitration/Compliance cases.
- ViSA Chargeback claims discrepancies to validate the accuracy of the payments according to Department guidelines.
- Performing role of Chargeback analyst as issuer
- Filing fraud report of disputed Transactions with VISA network on VISA resolve online (VROL)
- Reviewing account transactions information for potentially fraudulent activity initiating fraud claim and providing information on existing fraud and dispute claims.
- Updating knowledge of Chargeback Process including VISA for payment fraud investigation prevention techniques and Chargeback processing
- Document the investigation, making proper evidence and decision for claim resolution. Make recommendations to implement changes, Process improvements and tools enhancement.
- Responsible to handle varied volumes of workloads and to reach targets and deadlines on a timely basis