

RITIK SHARMA

Fraud Analyst

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📍 Delhi , NCR

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WORK EXPERIENCE

Bank of America- Gift City - Gujarat

Sep '23 - May 2025

Fraud Analyst - Prevention & Detection

- **Verified and flagged transactions** between bank accounts & Zelle
- Verified alert ID with SOP and in-depth analysis and **risk assessment**, achieving over **100%** of alert target
- Achieved all the metric benchmarks by efficiently executing **7 alerts per hour** • Improved my **fraud analysis** by keeping up to date with fraud trends, hence maintaining a strong accuracy of 92%
- Reviewed and investigated AML alerts using tools like Lexis Nexis and Synergy
- Identified high-risk transactions and potential red flags with strong accuracy.
- Conducted end-to-end transaction monitoring for suspicious financial activities
- Maintained strong documentation of findings and case notes

Amazon - Delhi NCR

Mar 2022 - Jan 2023

Virtual Technical Support Associate

Amazon digital devices.

- Addressed and **resolved technical issues** for Amazon customers across Europe, offering support for
- Regularly met weekly, monthly, and quarterly targets, earning a total of **117** awards.
- Delivered monthly performance and operations reports for the Tech Support team.
- Successfully handled an average of **50+** support tickets daily, consistently ranking among the **top 5** in the department for performance.

EDUCATION

Delhi University

2019 - 2022

Bachelors in Commerce(B.COM)

SKILLS

Financial Crime Compliance

Financial Literacy

AML (Anti-Money Laundering)

Client Due Diligence (CDD)

Enhanced Due Diligence (EDD)

Business Risk Identification

Understanding of KYC

Alert Disposition

AML Alerts review

High Risk transaction

Red Flag Identification

Real Time Transaction Surveillance

Case Investigation

TOOLS

MS Office , Lexis Nexis, Synergy , Partner care , Payment Admin Tool, Image View

LANGUAGE

English Professional

Hindi Native