YASIR ALI RIZVI

ANALYST

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PROFESSIONAL SUMMARY

- To set new and greater standards for myself in financial services industry and thereby achieving them through highest level of quality, commitment and creativity, leading to mutual growth of self and associates.
- Hard-working, detail oriented professional with ability to articulate complex subject matter. Excellent interpersonal skills; willing to help, listen and learn.
- Pursuing full-time role that presents professional challenges and leverages interpersonal skills, effective time management, and problem-solving expertise.

WORK EXPERIENCE

Trust and Safety Specialist, TTEC India Pvt. Ltd   **03/2023- Current**

- Highly skilled and experienced Fraud and Financial Analyst with 2+ years of proven success in preventing account takeovers, money laundering, and other financial crimes.
- Expertise in analyzing complex financial data, utilizing advanced tools and techniques to detect suspicious activity and fraudulent behavior.
- Proven ability to implement effective fraud prevention strategies, significantly reducing fraud-related incidents and financial loss.
- Subject Matter Expert (SME) in fraud detection, regularly providing guidance and support to teammates on resolving intricate fraud-related cases.
- Frequently assist colleagues with complex queries, sharing knowledge and best practices to ensure swift and accurate resolution of fraud cases.
- Collaborate cross-functionally with other departments such as Customer Support, Operations, and Compliance to ensure a cohesive approach to fraud prevention..
- Regularly participate in training sessions and knowledge-sharing workshops to stay updated on new fraud tactics and to educate the team on new developments.
- Proven track record of successfully identifying and mitigating fraud in a timely manner, contributing to an overall decrease in fraud incidents and improved company security.
- Foster a collaborative and proactive environment, helping to build a strong, unified team that works together to address and prevent fraudulent activity.

Customer Support Specialist, Teleperformance Mohali,   **May 2022- February 2023**

- Junior Customer Support & Frontline Agent, responsible for addressing and resolving complex customer queries in a timely and efficient manner.
- Proficient in handling a wide range of customer concerns, including product inquiries, delivery issues, returns, and other related concerns.
- Focused on providing exceptional customer service, ensuring customer satisfaction and loyalty.
- Worked closely with customers to identify root causes of issues and provided effective solutions.
- Demonstrated strong communication skills, able to interact with customers clearly and empathetically to resolve issues
- Consistently met or exceeded service level targets (SLA) for response time and issue resolution
- Gained in-depth knowledge of company products, policies, and procedures, enabling a more comprehensive and effective support experience
- Worked cross-functionally with other departments to address and resolve customer concerns related to logistics, product availability, and returns

SKILLS

- Fraud Detection Expertise
- Transaction Analysis
- Effective Evidence Collection Techniques
- KYC Compliance Expertise, Customer due diligence
- Cross-Functional Teamwork
- Tableau Proficiency
- Introductory SQL Knowledge
- Proficient in Computer Applications

CERTIFICATIONS

AML Essentials: Anti-Money Laundering, KYC, and Compliance

EDUCATION

July, 2024
University Of Lucknow
Bachelors of Commerce

April, 2021
Unity College, Lucknow
XII- ISC (Commerce)

June, 2019
Unity College, Lucknow
X- ICSE (Science)

PERSONAL DETAILS

Date of Birth: March 10, 2002
Nationality: Indian