

# Kaushiki Dwivedi

## Contact

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Working as a card dispute analyst with good knowledge of fraud prevention services. A quick learner with outstanding analytical and problem-solving skills. Working on card disputes delivering best decision by making deep investigation on each case.

## Education

B. Com (Honors)  
[2018-2021]  
Shree Guru Nanak  
Girls Degree College  
Lucknow

Intermediate: Commerce  
[2017-2018]  
S.K.D.Academy Inter College  
Lucknow

High School  
[2015-2016]  
S.K.D.Academy Inter College  
Lucknow

## Experience

### AML KYC Analyst

Genpact  
(May 23 – Present)

Conducted Investigation and resolved disputes of card transaction including fraud claims and payment .Also trained for Rebuttal claims for same LOB.

Apart from production also working as subject matter expert to convey new updates in the team and solve their doubts regarding process claims.

## Achievements

Honored with bronze award two times for maintaining quality scores and performing extraordinary.

## SKILLS

Team player  
Time Management  
Problem solving

