Vijay Kumar Gupta

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SUMMARY

Experienced Fraud Prevention Analyst with a strong background in identifying, investigating, and mitigating financial fraud risks across various industries ensuring compliance with regulatory frameworks such as Payment Risk Operation (chargeback), AML(Antimoney Laundering), and KYC(Know your Customer).

EXPERIENCE

Fraud Prevention Analyst-2

TTEC Ahmedabad   **February 2024 - Present, Ahmedabad**

· To handle payment fraud & chargeback risk, act on money laundering cases and escalate them as per internal policy.
· Analyzed n-numbers of transaction patterns monthly using advanced machine learning tools, reducing fraudulent activities by 30% and improving detection accuracy.
· Investigated and documented over 500 potential fraudulent activities annually, collaborating with cross-functional teams to enhance security protocols and reduce chargeback by 25%.
· Command on chargeback files, unauthorized transactions(UAT), account takeovers (ATO), dispute review cases, Activity logs (AL), and chargeback categorization.

Customer care executive associated with payment-related concerns.

Teleperformance Indore   **June 2022 - February 2024, Madhya Pradesh**

· Resolved over 200 payment-related inquiries monthly by leveraging CRM tools to enhance customer satisfaction and maintain a first-call resolution rate of 85%.
· Other responsibilities included updating account details and providing technical support related to Card services, such as declined transactions, reloads, cashouts, disputed transactions, and more. Additionally, trained in Chargeback and fraud screening.
· Utilized tools like Universal Agent Desktop(UAD), Portfolio Viewer (PV), Service Portal, Falcon, Outlook, and Teams.
· Mentored new hires handling complex payment-related inquiries, contributing to a 30% increase in team efficiency and proficiency in utilizing tools such as Universal Agent Desktop (UAD) and Portfolio Viewer (PV).

To verify the documents and detect money laundering.

TaskUs-Indore   **May 2021 - September 2021, Madhya pradesh**

· Scrutinized 500+ financial documents monthly to identify and report potential money laundering activities, leveraging advanced analytical tools and compliance software, resulting in a 30% increase in fraud detection rates.
· Executed thorough verification of 500+ transaction documents daily, focusing on identifying fraudulent activities and ensuring compliance with financial regulations, contributing to a 25% decrease in money laundering incidents.
· Delivered exceptional chat support for live card services by ensuring seamless communication and prompt resolution of customer inquiries.
· Maintained high accuracy by meticulously reviewing documents and identifying minor discrepancies to uphold service quality.

EDUCATION

Bachelor of engineering

Radharaman institute of technology and science   · Ratibad, Bhopal · 2018 · 8.37

CERTIFICATIONS

Chargeback reason codes in card payment

Udemy · 2025

· Applying insight of this certificate to decode numerous chargeback reason codes, simplify disputes, protect revenue, and build trust.

Learn social Psychology

Udemy · 2025

· Proficient in social psychology principles to understand and analyze human behavior. Skilled in thinking flexibly, interacting empathetically, and minimizing judgment errors, resulting in improved decision-making and relationship-building.
· Expertise in adapting to diverse situations, reducing bias and stereotyping, enhancing problem-solving, and effectively coping with ambiguity to foster better personal and professional connections.

SKILLS

Fraud Prevention, Fraud Detection, Fraud Trend Identification, Transaction monitoring, KYC, Jira, Confluence, Account takeover, Activity log, and Chargeback prevention.