

# DEEPANSHU ARORA

FRAUD ANALYST

## CONTACT

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## EDUCATION

- 2023  
CERTIFICATION IN INVESTMENT  
BANKING OPERATION PROGRAM
- 2020  
DELHI UNIVERSITY (SOL) -  
BACHELOR OF COMMERCE
- 2017  
CBSE - CLASS 12TH
- 2015  
CBSE - CLASS 10TH

## SKILLS

- Fraud detection
- Fraud Investigation
- Transaction Monitoring
- Time Management
- Effective Communication

## LANGUAGES

- English
- Hindi

## CAREER OBJECTIVE

- To obtain the fraud analyst position in a company that will allow me to grow with the company.
- To pursue a successful rewarding career with a progressive company by achieving excellence in work quality.

## WORK EXPERIENCE

**lenergizer IT services Pvt Ltd**  
Fraud Analyst

July 2024 - Present

- Monitoring financial transactions to identify unusual activities such as unauthorized transfers, money laundering, and identity theft.
- Analyzing large datasets and using pattern recognition tools to detect potential fraud and working with software that flags suspicious transactions for further review.
- Assessing the risk of fraud for certain transactions or accounts and implementing strategies to mitigate that risk, including setting up fraud detection systems.
- Investigating reported or suspected fraud cases, reviewing transaction histories, and communicating with customers to verify legitimacy.
- Conducting daily reviews of financial transactions to identify unusual or suspicious activities that may indicate potential fraud, Account Take Over (ATO) or other illicit activities by evaluating alerts generated by monitoring systems and determining the level of risk associated with each alert, prioritizing investigations based on potential severity.
- Ensuring that cheques are processed accurately and within the specified time frames as per the compliance policies adhering to regulatory requirements and internal policies related to cheque clearance processes.

**Genpact India Pvt Ltd**  
Associate

July 2023 - July 2024

- Performs research on customer disputes for card transactions (credit card, debit card, ATM/PIN, POS) to determine if an unauthorized transaction has occurred and take appropriate actions to recover funds for the financial institution.
- Inbound / Outbound contact to merchants and / or customers to verify transaction information or gather additional information to complete an investigation.
- Performing chargebacks and other pieces of the dispute management lifecycle to recover funds on behalf of the financial institution and / or customer.
- Complete issuance of provisional credits, customer letters and handling representations and pre-arbitration/compliance cases
- Perform required tasks per regulations, business policy and procedures and card network mandates. Demonstrated ability to conduct research, work independently and make complex investigations decisions with little or no guidance within the ambit of workflow/procedure.