

Parul Sharma

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Objective

Proactive and results-oriented training professional with over 4 years of experience in fraud management, team leadership, and learning & development. Adept at designing and delivering high-impact training programs, managing onboarding, and leading large-scale process transitions. Proven success in fraud analysis, dispute resolution, and process improvement with demonstrated excellence in cross-functional project execution. Recognized for reducing customer escalations by 20% and leading global training initiatives across India and the Philippines.

Experience

Genpact

Feb 2022 - Nowadays

Assistant Manager| Team lead

- Lead a 200+ agent team in Unauthorized Transaction (fraud) processes, focusing on coaching and continuous performance enhancement.
- Designed customized training programs, reducing customer escalations by 20%.
- Cross-trained in ACH Funds Transfer and provided end-to-end training to new hires.
- Spearheaded large-scale training projects (onsite: Mumbai; remote: Manila), ensuring successful knowledge transfer and operational continuity.
- Analyzed performance metrics to identify and address training gaps.
- Oversaw smooth onboarding for new hires and ensured process alignment with quality and compliance standards.

Management Trainee | Team lead

- Participated in client calibration sessions and quality audits, providing feedback for process and training enhancements.
- Generated daily and monthly MIS reports, tracking dispute volumes, resolution rates, fraud trends, and chargeback win/loss ratios.
- Trained 150+ New hires in multiple LOBs with ~100% throughput
- Trained 100+ agents in cross skilling them across various LOB with exact 100% throughput.

Senior Associate | Process Trainer

- Handled end-to-end cardholder disputes for credit and debit card transactions in compliance with Visa, MasterCard, and other network guidelines.
- Conducted fraud analysis of bank accounts with 98%+ decision accuracy.
- Processed chargebacks, pre-arbitration, and arbitration as per Visa regulations.
- Audited team performance and client interactions to maintain compliance.
- Managed complex trackers in Excel, enhancing visibility into performance and SLA adherence.
- Developed SOPs to streamline task execution across the team.

Education

Kurukshetra University

2012-15

B.Sc
68%

Kurukshetra University

2019-21

MSc
62%

Skills

- Fraud Detection and Investigation
- Training and development
- Leadership and Mentoring
- MS Excel and PowerPoint

- Chargebacks/ Pre arbitration/Arbitration
- Internal quality audit

Achievements & Awards

- Bronze & Spot Cheers Awards – For outstanding performance and decision accuracy.
- Silver Cheers Award (x3) – Recognized for excellence in process ownership and management.
- Monthly high ratings for productivity and quality.