

# Parul Sharma

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## Objective

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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

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- 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

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- Kurukshetra University** 2012-15  
B.Sc  
68%
- Kurukshetra University** 2019-21  
MSc  
62%

## Skills

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

- Chargebacks/ Pre arbitration/Arbitration
- Internal quality audit

#### **Achievements & Awards**

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- • 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.