

PIYUSH MISHRA

Tenacious, Quick Learner and Proactive.

B14/7, Chhatarpur enclave
Phase 1, Chhatarpur, New
Delhi, 110068
Contact: **8507961687**
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WORK EXPERIENCE

EXL, Gurugram — Fraud investigation

OCTOBER 2023 – SEPTEMBER 2025 (Senior Analyst II)

Job role: Fraud Investigation (Check fraud, Wire fraud, ACH Fraud & ATO)
AML Analysis - EDD, CDD and SAR Filing
Customer Service - Risk based Investigation

IEnnergizer, Noida — Fraud investigation

JUNE 2021 – OCTOBER 2023

Job role: Transactions monitoring, Check fraud investigation, Mobile check, ACH & ATM fraud, EBL, ID theft and Payment fraud in **International Banking process.**
Tools: Quavo, Lexis-Nexis, Enserva, Zendesk, ACDV, Amplitude.

GREAT CHAMP TECH LTD, NOIDA — Associate

JAN 2019 – MARCH 2021

- Monitor team performance and report on metrics.
- Discover training needs and provide coaching.
- Handling escalation tickets raised by the customer and solving the issue with complete satisfaction.

SKILLS

. Fraud Detection and Prevention, Credit card

fraud. /Dispute/chargeback investigation.

. Transaction Monitoring, Risk Management.

. SAR drafting/filing.

EDUCATION

Metroculation from Red Rose School, Deoghar, JH

CBSE 2008-2009

Cumulative percentage: 73.4%

Intermediate from SKP Vidya Vihar School, Bausi/Banka, BH

CBSE 2010-2011

Cumulative percentage: 71.00%

B. Tech Electrical Engineering from KIST, Jatni, OD

PUT 2016

Cumulative percentage: 71.00%

ADDITIONAL SECTION

Awards: Got Platinum award for Best Performer -Great Champ Tech Ltd. (2020)

Interest & Hobbies: Playing mobile games, reading international affairs & cooking.

Gender: Male

Marital Status: Single

LANGUAGES

English, Odia, Bengali and Hindi