

**DETAIL-ORIENTED PROFESSIONAL
WITH EXPERIENCE IN CUSTOMER
SUPPORT AND FRAUD
PREVENTION, SEEKING AN
OPERATIONS ANALYST ROLE
WHERE I CAN APPLY MY
ANALYTICAL SKILLS, PROCESS
KNOWLEDGE, AND COMMITMENT
TO ACCURACY TO SUPPORT
EFFICIENT AND SECURE BUSINESS
OPERATIONS.**

CONTACT

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- Bhajanpura, Delhi

EDUCATION

2015 - HI TECH INSTITUTE OF
ENGINEERING AND
TECHNOLOGY
MBA (FINANCE & MARKETING)

2012 - ZAKIR HUSSAIN COLLEGE
(DU)

BACHELOR OF COMMERCE
(HONOURS)

2009 - UNION ACADEMY SR.
SEC. SCHOOL
SECONDARY & HIGHER
SECONDARY EDUCATION

Mohd Samar Iqbal

FRAUD PREVENTION & CUSTOMER SUPPORT SPECIALIST

Dedicated and detail-oriented professional with 3+ years' experience in customer service and team leadership, 6 months experience in Account Takeover and Transaction Monitoring. Skilled in evaluating performance, preparing reports, and ensuring quality standards, experience that translates into strong QA capabilities within AML processes. Knowledgeable in regulatory frameworks and risk assessment, with a proven ability to detect gaps, support compliance, and safeguard financial systems. Trusted for delivering accurate results under strict deadlines with a consistent focus on quality and integrity.

EXPERIENCE

REVOLUT BANK (OCTOBER 2023 TO APRIL 2024) ACCOUNT TAKEOVER SPECIALIST (FRAUD FRONTLINE UNDER FINCRIME TEAM)- CHAT, EMAIL & CALL

- CLIENT SCREENING AND REVIEWING OF SANCTIONS.
 - REVIEWED AND ANALYZED MULTIPLE TRANSACTIONS DAILY, ENSURING COMPLIANCE WITH AML/CFT REGULATIONS
 - GOOD UNDERSTANDING IN AML/CTF AND SANCTIONS.
 - COLLABORATED WITH CROSS-FUNCTIONAL TEAMS TO CONDUCT THOROUGH INVESTIGATIONS OF FLAGGED TRANSACTIONS
 - INVESTIGATED AND ESCALATED WHEN ISSUES FOUND IN DOCUMENTS OR ACTIVITIES.
 - ANALYSED AND IDENTIFIED DOCUMENTS INCLUDING ID, ACCOUNT DETAILS, FINANCIAL STATEMENTS.
 - TRANSACTION MONITORING AND CLEARING ALERTS.
 - WORKED IN PAYMENT VERIFICATION AND ONBOARDING AUTHORIZED PUSH PAYMENTS PROCESS.
 - HANDLED ACCOUNT TAKEOVER CASES OF USERS AND HELPED THEM RECOVER THE ACCESS.
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SKILLS

- Project management
- Adaptability
- Taking Responsibility & Patience
- Self-Control
- Typing Speed 40 WPM

INTEREST & HOBBIES

- Love watching Horror movies
- Learning cooking with twist
- Learning Ai

CHERRY E-COMMERCE SERVICES PVT. LTD (JAN 2023 TO OCTOBER 2023)

UNOFFICAL TEAM LEADER

- EVALUATED TEAM PERFORMANCE AND ENSURED ADHERENCE TO QUALITY AND COMPLIANCE STANDARDS.
 - CONDUCTED REGULAR STAFF ASSESSMENTS TO IDENTIFY GAPS AND RECOMMENDED TARGETED TRAINING FOR IMPROVEMENT.
 - PREPARED DETAILED PERFORMANCE AND PRODUCTIVITY REPORTS TO SUPPORT DATA-DRIVEN DECISIONS.
 - MONITORED TASK COMPLETION AND ACCURACY TO MAINTAIN HIGH-QUALITY OUTPUT UNDER STRICT TIMELINES.
 - LED ONBOARDING AND TRAINING SESSIONS, PROMOTING BEST PRACTICES AND COMPLIANCE AWARENESS.
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CHERRY E-COMMERCE SERVICES PVT. LTD (2019 – 2023)

CUSTOMER SERVICE REPRESENTATIVE- CHAT, EMAILS & CALL

- ADDRESSED CUSTOMER SERVICE ENQUIRES QUICKLY AND ACCURATELY.
- MAXIMISED CUSTOMER SATISFACTION BY RESOLVING SERVICE ISSUES PROMPTLY.
- ASSISTED CUSTOMERS WITH PRODUCT-RELATED QUESTIONS, FEEDBACK AND COMPLAINTS.
- GUARANTEED FIRST-CLASS CUSTOMER SERVICE, ENTHUSIASTICALLY ANTICIPATING AND CATERING TO CUSTOMER NEEDS AND REQUIREMENTS.