AAHEL MANDAL

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Fraud Analyst

- Experienced in risk assessment, fraud detection and trend identification.
- Expert in detecting and reducing fraudulent activities through data analysis and strategic protocols.
- Conducted data analysis and prevent fraud, providing actionable insights to enhance operations.
- Equipped with a strong foundation in fraud prevention and SAR reporting.

PROFESSIONAL EXPERIENCE (3.2 years)

Organization:TaskUs(January–November 2025)
Designation: Payments Compliance Analyst
Client: Airbnb

- Conduct analysis of financial transactions of the users, to ensure accuracy and compliance with regulatory requirements.
- Identify any discrepancies or abnormalities in transaction records and investigate and resolve them promptly.
- Monitor or track financial transactions to identify trends or patterns that may require further investigation.
- Prepared and written SAR narratives and filings.

Organization: PTW (Pole to Win) (December 2022 – May 2023)
Designation: Payments Analyst
Client: Rockstar Games

- Investigated potential sanctions and PEP hits on underlying clients generated from automated alert software.
- Ensured due diligence reviews are undertaken to the required quality on a timely basis.
- Documented investigations and its results, while providing initial recommendations and dispositions with supporting reasons.
- Conducted second level review/ quality assurance of analysis reports and escalated cases when necessary.
- Prepare reports summarizing transacting activity and findings and present them to the team.

Organization: Cognizant Technology Solutions (May 2021 –December 2022)
Designation: Process Executive – Data
Client: Google (Google Pay)

- My basic responsibility was to review Gpay IN accounts for fraudulent activities and take action on them according to the specific guidelines provided by GOOGLE.
- Conducted complex analysis involving special handling transactions, escalating potential risks to management promptly, increasing team efficiency.
- Produced comprehensive reports and compiled with regulatory requirements, aiding in transparent client communications.
- Prepared and written SAR narratives and filings.
- After serving for six months, I was promoted to Quality Analyst, wherein I was responsible for auditing the accounts reviewed by the associates, doing error quality check, below quality (BQ) check, root cause analysis, process improvement analysis, giving knowledge transfer sessions to the associates and doing random audits for us, as well for the other vendor partner of the client as well.

CERTIFICATIONS

- Microsoft Office 365 Ultimate bootcamp (UDEMY) –
  https://www.udemy.com/certificate/UC-7d209d80-7cb7-4f13-b7cc-9cef872a8ffe/
- MS Excel The complete introduction to Excel (UDEMY) -
  https://www.udemy.com/certificate/UC-06567f89-0d8c-4726-b86e-85a953e3e652/
- MS Excel from basic to advanced (UDEMY) –
  https://www.udemy.com/certificate/UC-f2ddf171-2b76-42c8-8eb4-d2ca405a625a/
- MS Excel with Data Analysis (UDEMY) –
  https://www.udemy.com/certificate/UC-9f9e0a9a-adc3-44ad-9a07-a18201624b5a/
- SQL Learn to communicate with Databases (UDEMY) -
  https://www.udemy.com/certificate/UC-8623d0b7-23fe-4002-b6ee-0be54c8196bc/

EDUCATION

Degree	Branch/Stream	Institution	University/Board	Percentage/Grade	Passing Year
B. Tech	Computer Science and Engineering	Asansol Engineering College	MAKAUT	6.73 DGPA	2018
12th	Science	S.S.S.S.S. Gurukulam Public School	CBSE	56%	2014
10th	Science	Dhanbad Public School	CBSE	7.4 CGPA	2012

Skills

ACH, AI and ChatGPT, Business Operations, Case investigations, cheque fraud, fraud investigation, fraud prevention, MS Office, payment fraud, risk investigations, SAR reporting, trend identification, Trust and Safety.

DATE: 02/12/2024
Aahel Mandal