

## Curriculum Vitae

### Mansi Gupta

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Contact Address-The bliss PG sector 69,  
Gurugram -122101

### Career Objective

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To become a part of progressive organization that has the need for hard working professional for a long- term association.

### Work Experience

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#### December 2024 – Present

Dispute investigation

Genpact

Sector 69,Badshapur

Gurugram -122101

#### Job Responsibilities

- \* Investigate and resolve cardholder and merchant transaction disputes across credit, debit, and digital payment channels.
- \* Review chargeback and representation documentation in compliance with Visa, Mastercard, and regulatory guidelines.
- \* Analyze transaction data, detect patterns of fraudulent or erroneous activity, and prepare detailed case reports.
- \* Coordinate with internal stakeholders (Operations, Risk, Compliance) to ensure timely and accurate dispute resolution.
- \* Provide recommendations to reduce recurrence of disputes and improve customer experience.
- \* Serve as Subject Matter Expert (SME), reviewing escalated cases, ensuring quality standards, and mentoring new analysts.
- \* Support process improvements, documentation updates, and audit readiness activities.

### Academic Qualifications

Galgotias university MCA (MASTERS IN COMPUTER APPLICATION) 2022 -2024

Galgotias university BCA ( BACHLOR OF COMPUTER SCIENCE) 2019 -2022

### Skills

- \* Dispute and Chargeback Investigation
- \* Transaction Analysis and Root Cause Identification
- \* Customer Due Diligence (CDD) and Enhanced Due Diligence (EDD)
- \* Regulatory and Network Compliance (Visa/Mastercard)

### Personal Vitae

Father's Name	Suresh Kr Gupta
Date of Birth	12-August-2002
Gender	Female
Marital Status	Unmarried
Nationality	Indian
Language Known	English, Hindi
Permanent Address	Durga Aasthan brahman Toli Muzaffarpur, Bihar 842001

### Declaration

I hereby declare that all the information furnished above is true to the best of my knowledge and belief.

Date:

Place: Gurgaon

Mansi Gupta