# MOKESH TYAGI
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## 7 Years- FINANCIAL CRIME OPERATIONS | PEOPLE MANAGEMENT | TRAINING AND QUALITY

Conscientious and results-driven professional with 7+ years of cross-functional experience in financial crime operations, team leadership, training, and quality assurance. Adept at fraud prevention, transaction monitoring, risk management, and regulatory compliance (KYC/AML), with a proven record in process optimization and operational integrity. Proactive in driving improvements and people development, seeking a full-time role to leverage expertise for organizational success.

## PROFILE SUMMARY

- **Fraud & Risk Operations:** Reviewing accounts to determine if the CM has set up an account with an intention to defraud. This is accomplished by reviewing account and Card member information such as; charge activity, payments, Credit Bureau information, Dunn & Bradstreet information, Lexis Nexis and Service Establishment information, and WCC history notes and then making an analysis as to the risk to Bank. To carry out these reviews with the highest levels of professionalism & service that maintains the brand whilst protecting shareholder losses.

- **Training & Quality**: Implement a clear overall quality strategy with scalable processes/tools/ systems that allow resource efficiency monitoring of decision accuracy; Conduct classroom sessions for the new joiners and make sure they achieve toll gates with quality and quantity for enrolling into the production; Up skill the associates with new process; Conduct weekly audits on cases handled by the team and provide written and verbal constructive feedback as required.

- **Team Management:** Leading, mentoring & monitoring the performance of the team members to ensure     efficiency in process operations and meeting of individual & group targets. Creating & sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members.

## CORE COMPETENCIES

- Quality matric & Data analysis
- Detect Adverse Media
- Client Satisfaction
- Fraud operation tools

- PowerPoint and MS Office Risk Assessment & Investigation process
- Transaction Monitoring and KYC

**PROFESSIONAL ABRIDGEMENT**

**EXL Service (www.exlservice.com)**

**Senior Fraud detection & Investigation | Special Handling Team**.
**August 2023 - Present**

- Supervised team performance and operational efficiency.

- Led strategic planning to consistently achieve SLAs.

- Handled client communication, resolved escalations, and drove process enhancements.

- Prepared detailed reports on metrics and client feedback.

- Coordinated business transformation and enforced process adherence.

- Trained and regularly appraised analysts while fostering motivation and recognition.

- Effectively manage and optimize workflows, including both pipeline and individual work queues.

- Execute pertinent business transformation activities in collaboration with the team.

- Coordinate with training and quality managers to conduct training needs analysis and enhance team competency and skills

**ACCENTURE** — ([https://www.accenture.com/in-en](https://www.accenture.com/in-en))

### Team Captain
**January 2022 – August 2023**

- Prepared performance analytics and leadership reports.

- Led risk analysis, acted as SME in fraud bust-out operations, and managed team performance and attrition.

- Investigated and reported on AML/money laundering cases.

- Working closely & managing a group responsible for analyzing data to identify risk, dispute, fraud and prevent possible losses to the company.

- Evaluate American Express Consumer and Corporate account data to make a business decision as to the risk level of the account pertaining to charge detail, Service Establishment information, and payment detail.
- Effectively work high-risk accounts that are referred via Fraud Risk case set-ups.
- Reviewing, investigating and reporting money laundering cases with up to 200 associates.
- Identify and investigate unauthorized/suspicious fraud claims and high-risk transactions within customer and merchant account.
- Analyze complex information and make sound decisions.

**CONCENTRIX** — ([https://www.concentrix.com/](https://www.concentrix.com/))

### *Financial Analyst*                              **Sep 2019 – Dec 2022**

- Provided analytical, forecasting, reporting, and project support to senior management
- Maintained knowledge of new investment regulations or policies.
- Produced monthly reports, which include key metrics, financial results, and variance reporting.

**WIPRO** — (https://www.wipro.com/)

*Financial Executive*                                                    **Mar 2018 – Mar 2019**

- Conduct investigation on account takeover cases. Eventually, make the decision to segregate the real victim and customer defrauding.
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- Depending on the investigation, decide whether to off board the customer or continue the business, depending on the past history and many other parameters.

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## EDUCATION & CREDENTIALS

› June, 2016: Bachelor of Commerce from Osmania University, Hyderabad, Telangana, India (https://www.osmania.ac.in/)
› July, 2013: Senior Secondary Examination (10+2) from Board of Secondary Education, Telangana (BSET) (https://bse.telangana.gov.in/)

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## CERTIFICATIONS & TRAININGS

- The Ultimate guide to money laundering and AML Compliance
- The Fundamentals of Digital Marketing – Google Certified.
- AI Tools and ChatGPT Workshop – BE10X (https://be10x.in/ai-tools)

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## PROJECT WORK

**Regulatory Complaints** - Successfully delivered a Regulatory Complaints project focused on reviewing and addressing Consumer Financial Protection Bureau (CFPB) complaints to ensure no oversight from the bank's end. Currently, 40% of the project's investigators are actively involved in this initiative.

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## PERSONAL DETAILS

›  **Permanent Address:**  B/31A, Lane 7, Dashratpuri, New Delhi – 110045.

›  **Languages Known**: English, Telugu, Hindi.

›  **Nationality**: Indian