

Piyush Malviya

Technical Support Specialist

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📍 Indore, IN



PROFESSIONAL EXPERIENCE

Senior Associate-Fraud Investigation Unit(FIU)

May 2025

WNS Global Services Pvt. Ltd., Gurugram

- Responsible for receiving and reviewing various types of fraud complaints from banking partners.
- Analyze transaction histories, user behaviors, and account activities to investigate potential fraudulent activity.
- Conduct detailed cross-verification and in-depth analysis to assess the accuracy of fraud claims.
- Determine whether the user is involved in fraudulent activity or is a victim of fraud.
- Exercise strong decision-making skills in making critical judgments based on complex data and detailed investigations.
- Maintain a high level of attention to detail while ensuring thorough analysis and resolution of fraud cases.
- Upon conclusion of the investigation, if the user is found to be involved in fraudulent activity, file a Suspicious Activity Report (SAR) and escalate the case to the appropriate higher authorities.

Teammate

Feb 2024 - Jan 2025

Taskus Pvt Ltd., Indore

- Worked on a project focused on cryptocurrency transactions.
- Provided live support to customers experiencing issues with their accounts and cryptocurrency transactions.
- Responsible for handling complex scenarios related to cryptocurrency transactions on specific block chain platforms, crypto currencies, and technologies.
- Blockchain Platforms: Ethereum, Bitcoin, Binance Smart Chain, Solana, Polygon etc.
- Cryptocurrency Knowledge: Bitcoin, Ethereum, USDT, Solana, XRP, XLM etc.
- Decentralized Finance (DeFi): Yield farming, liquidity mining, staking
- NFTs: Creating and trading non-fungible tokens (NFTs).
- Managed multiple scam scenarios, responding to customer queries with a strong sense of empathy.
- Gained insight into various types of crypto transaction scams and provided guidance to customers on how to protect their accounts.

Support Specialist- KYC/ATO

Jun 2023 - Dec 2023

Revolut, Indore [M.P] (Remote)

- Worked as KYC/ATO support specialist and was mainly looks for the verification and on-boarding of the new customers over the Revolut platform.
- My work involves deep research over the customers documents and information provided by them before enrolling there account on our platform.
- Need to check the authenticity of the documents and information with using multiple system internal tools.
- Decision making plays the vital role in this as there are few profile in which there are fraudulent history being detected for few of the customers and then need take the actions accordingly.

PROFILE

Results-driven professional with 7+ years of experience, including 6+ years in customer service, fraud analysis, and investigation within banking and financial sectors. Brings 5+ years of chat and voice-based technical support experience, handling product troubleshooting, ticket resolution, and service desk operations. Skilled in transaction verification, fraud case assessment, and delivering clear, evidence-based conclusions. Experienced with Google and Microsoft ecosystems, cloud environments, and ticketing tools. Recognized for strong analytical thinking, effective communication, and the ability to collaborate with customers and partners to resolve complex issues while maintaining a solution-oriented approach.

SKILLS

Fraud Investigation

Customer Relationship Management

Data Analysis

Cryptocurrency

Proficient in handling high-volume chat queues.

Ambassador - Mastercard CTS

Nov 2021 - Jun 2023

Teleperformance Indore, Indore

- Answering incoming customer concerns and queries with expertise and timeliness, and maintaining quality of responses.
- Take active ownership of client's issues and work closely with internal teams to make sure the standards of Mastercard's white glove support is maintained at all times.
- Recognizing, troubleshooting and resolving issues involving but not limited to Authentication, Authorization and Clearing of transactions, fraud services, enrollments and on-boarding of Merchants and Issuer Card-Ranges in Mastercard Directory Server.
- Assist with concerns related to Announcements and Guides for Issuers, Acquirers and Service Providers (ACS and 3DS server Providers).
- On-boarding of Mastercard's clients such as Issuing and Acquiring Banks and other financial institutions at a BIN and ICA level, and support for client Applications such as Identity Solutions Service Management.
- Manage and support my team as a SME, to maintain the quality of work, and work closely with the service directors as the SPOC.

FPA (Fraud Prevention Analyst)

Dec 2019 - Apr 2021

TTEC India - AirBnb, Ahmedabad, Gujrat

- Worked as a Fraud Prevention Analyst here and my work was to go through the customer's profiles and their listings to check if they are genuine or not.
- Need a thorough investigation while going through the provided details and information from the users or the customers end as there was always a great risk of Account Take Over (ATO), Fake ID and account creation, Phishing and Airlock.
- Learned multiple scenarios of how the online fraud or hacking can happen and also the measure to find and stop them before coming on the genuine users.

Senior Transaction Processor

Dec 2016 - Feb 2019

Conduent Global Solutions, Indore

- Worked as a Senior Transaction Processor.
- It was a purely a non-voice process and my work is to go through the customer queries over the IVR and reply back with the resolution using the system tools.
- The work required high level of listing skills and problem resolving skills in a short interval.

LANGUAGES

Hindi

English

EDUCATION

Graduation

Jun 2014

Prestige Institute of Eng.
And Science, Indore,
Madhya Pradesh