

PRANSHU SINGH

FRAUD/DISPUTE ANALYST | PROCESS ASSOCIATE

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PROFILE

- A highly skilled, competent, and diligent individual, seeking an opportunity as a Senior Associate. Strong willingness to exhibit my proficiency in the professional environment.
- Detail-oriented Fraud and Dispute Analyst with expertise in Chargeback management and compliance adherence. Proven ability to reduce financial losses through effective fraud investigation & Root cause analysis.

PROFESSIONAL EXPERIENCE

Fraud/Dispute Analyst | Process Associate, Genpact, Gurgaon Sep 2024 — Present

- Analytical and customer-focused Fraud and Dispute Analyst with over 1 year+ of experience managing the complete Chargeback lifecycle.
- Skilled in investigating fraud and dispute cases while ensuring compliance with **Visa/MasterCard rules, Reg E, Reg Z, and PCI standards**. Proven track record in **reducing financial losses**, resolving complex disputes, and enhancing **customer satisfaction**. Strong collaborator with cross-functional teams, merchants, and law enforcement to drive **efficient dispute management** and process improvements.
- Chargeback & Dispute Resolution (Visa/MasterCard, Reg E, Reg Z) & Fraud Investigation (ACH, Debit/Credit Cards, ATM/PIN, POS, Mobile Banking).
- Root Cause Analysis & Fraud Trend Reporting & Cross-Functional Collaboration (Compliance, Legal, Operations).
- Collaborated with cross-functional teams to streamline project workflows.
- Assisted in preparing reports, streamlining workflows & presentations for management reviews.

EDUCATION

MCA Jul 2020 — Jul 2023

Babasaheb Bhimrao Ambedkar University, Lucknow
Specialized in **Data Analytics**.

BCA Jul 2017 — Jul 2020

Integral University, Lucknow
Specialized in Computer Programming

12th Mar 2016 — Apr 2017

Nirmala Convent Inter College, Lucknow
PCM

10th Mar 2014 — Apr 2015

Nirmala Convent Inter College, Lucknow
General Education Level

TECHNICAL SKILLS

Fraud Investigation	Chargeback management	Root cause Analysis	Data Analytics
Compliance Adherence	Effective Communication	Data Visualization Tools	Risk Analysis
Fraud/Dispute Analysis	Lean Six Sigma	AML/KYC Practitioner	

INTERNSHIPS

GIS Developer, Remote Sensing Application Center, Lucknow

Jan 2023 — Jul 2023

Development of Geospatial based Decision Support System for Basic Education Department using Open Source Technology on UI/UX languages, JavaScript, Spring Boot, PostgreSQL.

EXTRA-CURRICULAR ACTIVITIES

Free lancing Project, SAS Law Chambers, Lucknow

Sep 2023 — Feb 2024

Development of a Website for a client and its maintenance.

CERTIFICATIONS

Lean Six Sigma, Genpact

Dec 2024 — Feb 2025

AML/KYC, Genpact

Dec 2024 — Feb 2025

ADDITIONAL INFORMATION

- **Languages:** English, Hindi
- **Hobbies:** Reading news Articles & Global Affairs, Bicycling, Playing outdoor and indoor games like badminton, table tennis, chess.