

Contact

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(Other)

Top Skills

Healthcare
Permanent Placement
US Healthcare

Languages

French (Limited Working)
English (Full Professional)
Persian (Elementary)

Harsh Yadav

Technical Analyst | Live Chat | Email and Tech support executive |
Fraud and Risk Analyst
Indore, Madhya Pradesh, India

Summary

Following Kobe Bryant's words, "The most important thing is to try and inspire people so that they can be great at whatever they want to do." I recently completed my bachelor's degree (B.E.) in computer science at the Indore Institute of Science and Technology. Let me introduce myself. I am an enthusiastic person who enjoys traveling and learning about new races and civilizations. In the last four years, I've visited three countries: Turkey, the UAE, and Thailand. Aside from my hobbies, I have around three years of work experience in the financial and technical support divisions. I am still keen to improve my skills in a more appropriate manner.

Experience

Amazon

Customer Service Associate
May 2024 - October 2024 (6 months)
Indore, Madhya Pradesh, India

-Resolution Specialist functions as an expert, supporting customer service associates and handling escalated contacts.

- Demonstrates effective communication and cooperation with Customer Service Managers and peers in an effort to manage team work load.

-Displays ability to dive deep and accuracy when assisting associates and customers. Displays a positive work ethic, strong interpersonal skills, adherence to company policies and a commitment to excellent customer service Support Associates by providing guidance and training new team members when needed. Maintains a high level of professionalism and approachability.

-Participate in cross functional/ organizational projects as needed.

Handles: Amazon Japan, Amazon India.

Teleperformance

Fraud Prevention Analyst and Technical Support

July 2023 - February 2024 (8 months)

Indore, Madhya Pradesh, India

As a teammate and support analyst, my main objective is to deliver the finest services to the user and assist them in completing the face match and sending Cryptos to the suitable blockchain network in order to complete the transaction properly, as well as securely monitor their transactions and activities to prevent fraudulent activities, offer assistance in sending and receiving Cryptocurrencies via wallet and bank account, provide troubleshooting if the user is facing issues in sending, buying, or selling the Cryptos, and guide them to use the supported platform for a hassle-free experience.

- Conducted due diligence on prospective business clients to assess their compliance with regulatory requirements and Crypto internal policies.
- Assisted in the onboarding process of new business clients, ensuring all necessary documentation and information were collected and reviewed for compliance purposes.
- Collaborated with internal teams to evaluate the risk associated with new business relationships and implement appropriate risk mitigation strategies.
- Responded to customer inquiries and provided timely and accurate support regarding Cryptocurrency-related questions, account issues, and transaction inquiries on the Crypto platform.
- Responsible for providing support for customers by investigating payment disputes or chargebacks and troubleshooting Crypto wallet/transaction issues.
- Assisted customers in navigating and understanding various features and functionalities of the Crypto platform, including buying, selling, and storing Cryptocurrencies.
- Investigated and resolved customer concerns or complaints, ensuring a positive customer experience and maintaining customer satisfaction.
- Collaborated with internal teams to escalate and resolve complex customer issues, such as account security, payment discrepancies, and transaction disputes.

Teleperformance

vTech Solution Inc

Customer Service Specialist

February 2023 - May 2023 (4 months)

Washington, District of Columbia, United States

Full life - cycle recruiting for various healthcare domains.

Working with various Nursing and Healthcare clients ie; VAYA (Cook County Hospital, Northwestern Medicine), Adaptive (Saint Barnabas Hospital, Einstein Healthcare), Prime Healthcare, Medefis, Aya Healthcare, Davin, State of Colorado Etc.

Working on multiple HealthCare positions ie; RN, LPN, Case Manager, EMT, Assistants (MA, CNA, Unit Secretary), Pharmacist and many more.

Placed multiple candidates within different contract/permanent openings for large to small Healthcare facilities ie; Medical centers, Hospitals, Long term care facilities, Rehab centers, Prisons Etc.

Sourcing candidates from different Job Sites ie; LinkedIn/LinkedIn Groups, Indeed, Facebook, Facebook groups, Career builder and Monster Etc.

Posting jobs on Job Sites ie; LinkedIn/LinkedIn Groups, Indeed, Facebook, Facebook groups Etc.

Preparing candidates for both phone & in-person interviews

Globiva

Customer Service Specialist
November 2021 - October 2022 (1 year)
Kolkata, West Bengal, India

Analyse ATO accounts and data to identify suspected fraud activity.

Analyze real time queues and identify account taken over ATO and high-risk transactions within the business portfolio.

Analyze accounts and transaction patterns or charge backs to determine existing fraud trends. Analyze customer behaviors to identify risk factor and fraudulent patterns.

Monitoring real time queues where we have to identify Account Takeovers (ATOs) and high-risk transactions within the business portfolio and KYC.

Obtaining information to curb the risk of identity theft and deter duplicitous actions.

Identifying potential fraudulent fincrime behaviours across all payment channels to reduce potential revenue losses of client.

Review new customer accounts and verify their identities KYC.

Assess the risks associated with customers or products. Study market trends and evaluate customer behaviour.

Assist in the organisation's efforts to prevent money laundering AML, terrorist financing and other illicit financial activities in DD.

Prepare suspicious activity reports (SARs)

Review customer accounts for suspicious financial transactions.

Securing transactions and accounts on the website or application of the client, by working in the ATO (Account Taken Over) team. Checking all the aspects of the accounts and listings done by members, investigating the fraud or ATO activities by reviewing internal parameters and thereby restricting the account or restoring them for the real user.

Helping the team to find out fraud trends, by analyzing the overall data to recognize a particular pattern of fraud conducted on the platform.

Education

Indore Institute of Science and Technology

Bachelor of Engineering - BE, Computer Science · (August 2016 - March 2024)