

# VISHESH JAIN

AML Analyst | Dispute Management | Compliance Operations

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## Professional Summary

Detail-oriented and proactive Analyst with hands-on experience in AML operations and dispute handling. Skilled in reviewing customer transaction disputes, analyzing basic transaction patterns, and identifying unusual or suspicious activity in line with AML guidelines. Adept at supporting investigations by verifying documents, account details, and system records with high accuracy. Strong collaborator with experience coordinating with internal teams to ensure timely case resolution and compliance with organizational and regulatory standards. Committed to maintaining data integrity, following established procedures, and contributing to efficient risk and dispute management processes.

## Education

Bachelor of Computer Applications (BCA)  
*Vivekananda Institute of Professional Studies (VIPS)*  
2019 – 2022 | CGPA: 8.52

Class 12 (CBSE)  
*DAV Public School*  
2019 | CGPA: 8.20

Class 10 (CBSE)  
*DAV Public School*  
2017 | CGPA: 9.20

## Experience

### **Jr. Account Manager – Interlynx (Sep 2025 – March 2026)**

- Managed key client accounts by providing data-driven support and custom solutions, helping maintain strong relationships and long-term success.
- Identified upsell and cross-sell opportunities through data analysis, contributing to a 20% increase in client revenue.
- Managed client calls and collaborated with internal teams to gather feedback, identify issues, and implement data-driven improvements that enhanced client satisfaction and reduced churn.
- Conducted detailed market research to identify trends and industry changes, helping clients adjust strategies and stay competitive.
- Analyzed client operations and financial data to provide customized, data-driven recommendations that supported business growth.
- Created strategic action plans using market insights and performance analysis, enabling clients to improve results and capture new opportunities.

### **Analyst – Javin Global (April 2025 – Sep 2025)**

- Reviewed customer transaction disputes and gathered required information to support investigation and resolution.
- Analyzed basic transaction patterns to identify unusual or suspicious activity related to AML guidelines.
- Assisted in investigating disputed transactions by checking documents, account details, and system records.
- Escalated potential risk or AML concerns to senior analysts as per company procedures.
- Documented case findings in internal systems with accuracy and attention to detail.
- Communicated with internal teams to verify transaction details and ensure timely dispute resolution.
- Followed company policies, AML standards, and compliance requirements during every investigation.

### **Associate Analyst — Vaco Binary Semantics (Mar 2024 – Mar 2025)**

Investigated suspicious transactions using customer profiles, historical patterns, fund flow analysis, and risk indicators.

Conducted EDD on high-value clients and large-volume transactions to validate legitimacy and assess risk exposure.

Identified red flags including unusual cash flow, inconsistent business activity, rapid movement of funds, and mismatch between customer profile and transaction behavior.

Prepared case narratives, documented findings, escalated cases for SAR decisioning, and maintained audit-ready reports.

Worked on dispute management including chargebacks, Reg E and non-Reg E cases, fraud disputes, merchant investigations, and consumer claims.

Processed provisional credits, gathered evidence, and coordinated with payment networks to close disputes.

Ensured SLA compliance, accuracy in documentation, and high-quality decision-making for dispute cases.

### **Skills**

AML Transaction Monitoring

EDD Reviews

Dispute Management / Chargebacks

Reg E Understanding

Fraud Investigation