

# Saurav

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📍 House no - 18 , Police Enclave ,Chanchal Park , Tilang pur Kotla , West Delhi - 110043

## PROFESSIONAL EXPERIENCE

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### Genpact

AML/KYC Analyst

December 2023 - Till Present

- Perform investigation on disputes raised by customers for card transactions (Credit Card, Debit Card, ATM/PIN, POS) to determine if an unauthorized transaction or fraud has occurred and take appropriate actions to help resolve the claim within required Turnaround Time (TAT).
- Issuance of Provisional Credits (PVC), Customer Letters, and Handling Presentments and Prearbitration/Compliance cases.
- Investigation involves Deep Transactions Monitoring on Debit/Credit Cards to find out the suspicious activities in bank accounts.
- Analyzing abnormal activities in bank accounts such as High Dollar Unauthorized Transactions, Abnormal Spending Pattern, etc.
- Analyzing Account Take over activities (ATO) on bank accounts.
- Performing Role of Chargeback Analyst as Issuer.
- Filing Chargebacks With Visa Network on Visa Resolve Online (VROL) and Following Chargeback Life Cycle.
- Filing Fraud Report of Disputed Transactions with Visa Network on Visa Resolve Online (VROL).
- Perform chargebacks, compile and evaluate the Representments received from the merchant on Chargebacks Raised. Regularly review suspicious account activities.
- Demonstrated ability to conduct research, work independently and make complex investigations decisions.
- Document the investigation, making proper evidence and decision for claim resolution. Make recommendations to implement changes, process improvements and tools enhancement.

## EDUCATION

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2018 – 2021

**Chaudhary Charan Singh University Meerut,**  
Bachelor of Business Administration,

2016 – 2017

**Central Academy School Kota, Rajasthan,** Intermediate (Class XII)

2014 – 2015

**Army School Dadwara C/o Station HQ, Kota, Rajasthan,**  
Matriculation (Class X)

## SKILLS

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Typing speed 30WPM — | Good Communication | Good at learning software tools | Good Management Skill | Good knowledge of Excel

## CERTIFICATES

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- International English Language Testing System (IELTS)
- Certificate in National Cadet Corps (NCC)
- Neo Club Man of the Tournament Award