

Priyanka Ghosh

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Objective

Dedicated financial crime prevention professional seeking to leverage expertise in fraud investigation and customer due diligence to contribute to a robust AML/KYC program.

Technical Skills/ Experience

MS Office	Transaction Monitoring
Chargeback Processing	Fraud Detection
Case Management Systems	Dispute Investigation

Work Experience

1. Genpact, Gurugram

Aug 2023– Present Day

Associate - Financial crime and Fraud prevention

Investigate and resolve customer disputes for various financial transactions, analyze suspicious activities, and make informed decisions to prevent fraud and financial crime.

- Conduct research on customer disputes for card transactions, C2C, and ACH transactions to determine whether an unauthorized transaction or error allegation has occurred, and take appropriate actions to resolve the claim within the required timeframe.
- Issue provisional credits, send customer notifications, and manage presentments.
- Investigate thoroughly to identify errors by closely monitoring transactions.
- Analyze abnormal activities, such as high-value unauthorized transactions, irregular spending patterns, and account takeovers.
- Demonstrate the ability to conduct independent research and make informed decisions during complex investigations.

2. Axis Bank, Kolkata

Feb 2023 – Aug 2023

Business Development Executive - Corporate Relationship

Developed and managed corporate relationships to drive sales of salary accounts, cultivated new business opportunities, and consistently met monthly sales targets.

- Identify sales opportunities for corporate salary accounts by building new relationships with corporates.
- Manage business relations with existing corporate customers to increase the depth of existing relationships.
- Achieve sales targets as assigned by the organization monthly.

Educational Qualification

Qualification	Institute	Year
BBA Finance	Amity University Kolkata	2019-2022
XII, CBSE	National High School	2019
X, WBBSE	Hartley High School	2017

Prominent Courses

- Done a course of Brand Management: Aligning Business, Brand and Behaviors from Coursera.
- Done a course of Fundamentals of Digital Marketing from Google Digital Unlocked.