

Resume

Kajal

Mob. : 9818757954

Email Id : kajalk123107@gmail.com

Professional Summary

Ambitious Management Trainee with customer-focused approach and strong desire to learn all aspects of investigation. Talented leader, communicator and conflict manager with good multitasking and organizational skills.

EDUCATIONAL QUALIFICATION:

- 10th from CBSE Board (2016)
- 12th from CBSE Board (2018)
- B.Com(hons) from Delhi University (2018-2021)

SKILLS

- Investigations and strong analytical skills
- Financial Risk and Reporting skills
- Computer Knowledge
- Fraud Investigation
- Good communication skills
- Excel/Advance Excel

Work History

Genpact - Gurgaon

Fraud Analyst (26/06/2023 – Present)

- Investigated/resolved fraud claims/disputed charges within strict guidelines and time frames.
- Requested all the necessary documentation in resolving each matter quickly and efficiently.
- Proficient in SAR (Suspicious Activity Report) filing, adept at meticulously documenting and reporting suspicious financial activities to regulatory bodies in compliance with anti-money laundering regulations.
- Maintained thorough documentation of fraud cases and investigations in accordance with company policies and regulatory requirements.
- Maintaining records of disputes in tracker for dispute resolution.

- Filing Fraud Report of Disputed Transactions With Visa Network on Visa Resolve Online (VROL).
- Maintained thorough documentation of fraud cases and investigations in accordance with company policies and regulatory requirements.
- Demonstrated ability to conduct research, work independently and make complex investigations.
- Drafted dispute investigation reports containing a summary of the dispute and findings.
- Document the investigation, making proper evidences and decision for claim resolution.
- Make recommendations to implement changes, process improvements and tools enhancement.