

# ANJALI CHAWLA

Process Associate

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Gurugram



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## SUMMARY

Fraud Analyst with a track record of detecting and preventing financial fraud, mitigating risks, and ensuring regulatory compliance. Analyzed transaction patterns, uncovered fraudulent activities, and leveraged fraud monitoring tools to reduce financial exposure. Enforced AML/KYC regulations, strengthened security controls, and developed fraud prevention strategies. Collaborated with cross-functional teams to improve investigative processes, optimized fraud detection, and protected financial assets through real-time monitoring and risk mitigation

## EDUCATION

**University of Delhi** - 74.04% (First division)  
Bachelor of Commerce (Honours)

*New Delhi, Delhi*  
July 2022

**Vishwakarma Public School** - 81.04%  
Senior Secondary

*Rohtak, Haryana*  
March 2019

## SKILLS

- Fraud Detection & Prevention
- Risk Mitigation
- Team Collaboration
- Client Engagement
- SaferPayment and TSYS

## EXPERIENCE

Process Associate | GENPACT

*September 2023 - Present*

- Led fraud risk assessments as a Subject Matter Expert (SME), trained fraud analysts, and implemented strategies that cut fraud exposure by 40%
- Monitored high-value transactions, detected anomalies, and ensured 100% adherence to AML/KYC standards.
- Worked on application fraud cases and performed Customer Due Diligence (CDD) to verify identities, assess risk, and prevent financial crimes
- Investigated 1,500+ fraud alerts monthly using a live fraud detection tool, evaluating risk factors and collaborating with teams to prevent potential financial losses
- Identified and halted fraud on a single card, preventing a \$1.3 million financial loss
- Revamped workflows to increase case resolution efficiency, minimized manual reviews, and expedited fraud investigations
- Addressed fraud-related inquiries with timely resolutions, maintained professional interactions, and achieved 100% client satisfaction

Hamari Pahchan NGO | Volunteer Intern

*January 2022 – February 2022*

- Spearheaded a social awareness campaign that raised funds for hunger relief and expanded NGO outreach.
- Designed and executed community service initiatives that delivered measurable social impact

## CERTIFICATIONS

- AML/KYC - Genpact
- Fraud (Practitioner) - Genpact
- MS Excel

## AWARDS & RECOGNITION

- Star Performer Award
- Client & VP Recognition
- Quarterly Cheer Points for Performance
- Monthly Highest Rating Incentives

## HOBBIES

- Cooking
- Dance