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Isha Khurana

INTRODUCTION

An individual with three years of experience in the fraud prevention domain (payment risk operations, suspicious transactions, chargebacks, fake accounts, account takeovers, phishing, KYC, document verification queue, etc.)

I am looking for a role where I can utilize my knowledge and the experience that I have gained over the years. I wish to work for an organization with a common goal where I can use my existing skills to gain more knowledge and experience that can help me and the organization grow simultaneously.

TTEC India Customer Solutions PVT LTD, Ahmedabad (JAN 2023 – Present**)**

- Analyze past fraud trends and behaviors.
- Develop rule-based strategies for fraud detection.
- Verify identities and documents, check social media.
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- Continuous improvement of fraud detection methods

ACHIEVEMENTS

- Identified and documented fraud trends for client's official file.
- Mentored 5 new batches to stable performance.
- Successfully managed client projects, addressing challenges like AHT and Quality.
- Provided SME and floor support, resolving queries and improving workflows
- Conducted quality scans, reducing errors and improving overall quality.

KEY SKILLS:

- Sound knowledge of Microsoft Excel
- Leadership experience
- Problem solving
- Adaptability
- Connecting dots and common attributes to identify the fraud ring/trends
- Experience of handling newbies/nesting batches
- Sound knowledge of online frauds

EDUCATION :

Jagran College of Arts, Science and Commerce, Kanpur— *Bachelor's in Commerce*

AUGUST 2020 – JUNE 2023

Dr. Virendra Swarup Education Centre, Kanpur *— Business/ Commerce, ICSE*

JULY 2020

Dr. Virendra Swarup Education Centre, Kanpur *— Matriculation (10 th) ICSE*

JULY 2018