

Ragini Rai

Management Trainee

+91-9599549840 | ragini.vs9@gmail.com | Gurugram, INDIA | Experience: 6 Years 3 Months | www.linkedin.com/in/ragini-rai-530308126

Profile summary

Highly skilled fraud investigator with 6 years' experience in financial institutions. Expert in conducting thorough investigations, analyzing complex data, and uncovering fraudulent activities. Proven track record in identifying and preventing fraud schemes, collaborating with law enforcement agencies, and providing expert testimony. Adept at utilizing investigative tools and techniques to deliver accurate findings.

Skills

Excel Tally Finance Quality Control Power Point Presentation Fraud Investigation Fraud Control
Fraud Detection Quality Assurance Quality Audit

Cerification

- Tally
- IRDA
- Lean Six Sigma Green Belt Genpact

Work Experience

Management Trainee — Genpact

Oct 2023 - Present

- Conducting audits for various fraud queues to identify and resolve issues
- Facilitating feedback sessions to improve team performance and efficiency
- Compiling audit reports to document findings and recommendations
- Developing root cause analysis (RCA) to address underlying issues
- Preparing Suspicious Activity Reports (SAR) to report potential financial crimes
- Actively participating in production activities to enhance understanding of daily operations

Fraud Analyst — Genpact

May 2022 - Oct 2023

- Investigated various types of fraud including FPF, account take over, pay friend model, KYC, ACH, card fraud, and cheque fraud.
- Implemented fraud detection methods for these ques

Associate Service Delivery Manager — INDUSIND BANK LIMITED

Jul 2019 - May 2022

As a ASDM ,

I have to do customer service like customer queries, account opening, KYC, non financial transactions,

Education

MBA/PGDM | Marketing

2018

JK BUSINESS SCHOOL

Grade - 3.5/4

B.Com | Commerce

2013

Veer Bahadur Singh Purvanchal University (VBSPU)

Pass

Additional Information

Languages: English, Hindi