

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
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- 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
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- 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
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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

