

VINAY KUMAR UPPALA

Transaction Risk Investigator

Phone: +91 8247517209

Email: vinaykumaruppala1@gmail.com

PROFESSIONAL SUMMARY

Highly skilled Fraud Detection and Risk Investigator with 3.5+ years of experience in mitigating transaction risks and detecting fraudulent activities in high-pressure e-commerce and financial environments. Expertise in identifying suspicious transaction patterns, conducting thorough investigations, and providing strategic insights to improve fraud detection systems. Proven ability to analyze complex data sets, assess risk, and ensure compliance with legal and regulatory standards. Adept at collaborating with cross-functional teams to develop and implement fraud prevention strategies. Committed to enhancing security and customer satisfaction through meticulous investigation and solution implementation.

KEY SKILLS

- Fraud Detection & Prevention:** Expertise in identifying, investigating, and mitigating fraud (e.g., ATO, PTO, ID Theft).
- Transaction Monitoring:** Experience with fraud detection systems and monitoring transaction activity for unusual patterns.
- Data Analysis:** Strong analytical skills, proficient in interpreting large data sets to detect fraud indicators.
- Investigation Techniques:** Proven ability to conduct in-depth investigations, gather evidence, and implement fraud resolution strategies.
- Regulatory Compliance:** Knowledge of legal standards such as AML.
- Client Interaction:** Skilled at communicating with clients to resolve fraud-related issues and offer strategic guidance.
- Reporting & Documentation:** Expertise in creating detailed investigation reports, documenting findings, and escalating cases as necessary.
- Tools & Software:** Proficient in MS Office (Excel, Word, PowerPoint), fraud detection softwares.

PROFESSIONAL EXPERIENCE

Transaction Risk Investigator

Amazon, Hyderabad, India

January 2021 – July 2024

- Collaborated with cross-functional teams to improve fraud detection models and mitigate false-positive alerts.

- Provided expert guidance on regulatory compliance and ensured adherence to legal standards.
- Managed client inquiries and resolved complex transaction issues, achieving high customer satisfaction.
- Developed training materials and conducted onboarding sessions to educate clients on fraud prevention best practices.
- Led the analysis of transaction patterns to detect emerging fraud trends and provided recommendations for system improvements.
- Successfully met and exceeded performance targets for issue resolution and fraud detection.
Analyzed financial transactions and account activity to identify suspicious patterns.
- Conducted 360-degree fraud reviews, investigating account hijacking, transactional frauds and wire fraud.

Roles & Responsibilities:

- **Transaction Monitoring:**
 - Monitor high-volume transactions in real-time to identify suspicious activity, including money laundering, fraudulent transactions, and other financial crimes.
 - Review transaction data, including payment patterns, account behaviors, and geographical trends, to detect anomalies or irregular patterns indicative of potential fraud or AML risks.
 - Conduct daily, weekly, and monthly transaction analysis to ensure early detection of fraud and AML risks.
 - Leverage fraud detection tools and platforms to track suspicious activities, assess risk, and flag transactions for further investigation.
- **AML Compliance:**
 - Conduct detailed investigations into transactions and accounts that trigger red flags for money laundering, terrorist financing, and other illicit financial activities.
 - Ensure compliance with AML regulations by reviewing transactions against internal policies, industry best practices, and legal requirements.
 - Generate and file Suspicious Activity Reports (SARs) to appropriate regulatory bodies, documenting findings and rationale for any suspicious behavior detected.
 - Maintain up-to-date knowledge of AML regulations, including KYC (Know Your Customer) guidelines, FATF (Financial Action Task Force) recommendations, and local regulatory frameworks.
- **Investigation and Analysis:**
 - Investigate potentially suspicious transactions by analyzing account histories, transaction trends, and customer profiles to determine if the activity is consistent with legitimate business practices.
 - Collaborate with law enforcement, compliance teams, and other departments to resolve complex AML and fraud-related cases.

- Prepare detailed investigation reports, documenting findings, analysis, and conclusions, and escalate cases when necessary for further review or legal action.
- **Risk Assessment and Mitigation:**
 - Identify vulnerabilities in the system that could be exploited for fraud or money laundering and recommend enhancements to fraud detection and AML compliance systems.
 - Evaluate the effectiveness of current transaction monitoring systems and algorithms, proposing improvements to better detect suspicious activities.
 - Assess high-risk accounts and transactions, applying appropriate AML screening measures and flagging for enhanced due diligence.
- **Client Interaction and Communication:**
 - Engage with clients to verify suspicious transactions and provide necessary documentation or clarification to resolve discrepancies.
 - Communicate effectively with clients regarding AML-related issues and ensure proper reporting and compliance with regulatory standards.
 - Work with internal teams (such as customer service, legal, and compliance) to address AML concerns and implement corrective actions where needed.
- **Reporting and Documentation:**
 - Prepare and present regular reports on transaction monitoring and AML investigations to senior management, detailing findings, trends, and recommendations for improvement.
 - Maintain accurate documentation for each investigation, ensuring compliance with internal policies and external regulations.
 - Provide periodic training to teams on transaction monitoring processes, AML regulations, and fraud detection tools.
- **Collaboration and Teamwork:**
 - Work closely with cross-functional teams (including legal, compliance, IT, and customer service) to ensure all aspects of fraud prevention and AML compliance are thoroughly addressed.
 - Share insights and strategies with peers to develop best practices and improve the overall effectiveness of transaction monitoring efforts.
 - Collaborate on the continuous improvement of fraud detection systems, enhancing risk identification and reducing false-positive alerts.

Additional Experience

Deputy Manager

Max Life Insurance | November 19, 2024 – Present

Location (if applicable)

- Responsible for converting service interactions into sales by identifying and leveraging cross-selling and upselling opportunities during customer service engagements.
- Engage with existing clients to provide insurance product recommendations based on their needs, converting routine service calls into revenue-generating conversations.
- Collaborate with the sales and marketing teams to develop strategies that drive sales growth while maintaining excellent customer service standards.
- Analyze customer data and feedback to identify potential areas for improving sales performance and customer experience.
- Provide guidance and training to junior team members on best practices for service-to-sales conversions and customer relationship management.

Key Achievements:

- Reduced fraud-related incidents by enhancing fraud detection models, decreasing false positives by 30%.
- Awarded Employee of the Month for exceptional problem-solving skills and customer service excellence.

EDUCATION

B. Tech in Mechanical Engineering

Avanthi Institute of Engineering and Technology, May 2017

Diploma in Mechanical Engineering

Govt. Polytechnic Visakhapatnam, May 2014

HOBBIES & INTERESTS

- Playing guitar and performing with my band, BandLastStop
- Singing

- Watching Cricket