

VISHAL VERMA

SENIOR PROCESS EXECUTIVE

CONTACT



9716575053



2vishalverma@gmail.com



Sect-104, Gurugram, Haryana, India

PROFILE

With over 6 years of combined experience in account management and transaction monitoring, I bring a wealth of knowledge and expertise to the table. As a senior associate, my main objective is to optimize processes and streamline operations to ensure team efficiency. I am a decisive leader who approaches problem-solving with an analytical and flexible mindset. My goal is to contribute to the success of the company by utilizing my skills and experience in a dynamic and fast-paced environment.

Work Experience

SKILLS

- Time management Adaptability
- Work ethic
- Risk and Compliance
- Transaction Monitoring
- Operations Management
- Attention to details
- Ability to work independently and in a high-pressure environment

EDUCATION

- ❖ MBA (Marketing & Finance)
Swami Vivekanand Subharti
University (2020-2022)
- ❖ Bachelor of Commerce (B.com)
Delhi University (2012-2015)

Cognizant Technology Solutions Pvt Ltd.

Senior Process Executive (Account Management) May 2021- Oct 2024

- Conducted transaction level analysis on alerted accounts and verified users' payment methods before assigning blue check status, ensuring secure account access and preventing fraudulent activities.
- Verified government-issued IDs to authenticate users' identities and prevent unauthorized access or impersonation attempts.
- Assisted users in accessing and deactivating their accounts through password or email resets in adherence to operational policies, ensuring smooth user experience.
- Improved client satisfaction by promptly addressing their needs and building strong relationships, leading to increase in client satisfaction scores.
- Maintained a high client retention rate by delivering exceptional customer service and proactively anticipating client needs, resulting increase in client retention.
- Managed a diverse portfolio of accounts, prioritizing timely communication and effective problem resolution to ensure customer success and loyalty.
- Successfully resolved escalated issues, preventing potential loss of valuable clients and maintaining positive relationships with all parties, contributing to a 25% reduction in escalated complaints.

Accenture Solutions Pvt. Ltd.

Fraud Analyst (Transaction Monitoring)

Jan 2018- Oct 2020

- Ensured thorough understanding of policies among associates to maintain and deliver high-quality work
- Conducted reviews for low/medium/high risk customers
- Monitored customer transactions and took necessary actions in line with operational policies
- Maintained high decision quality to minimize client monetary losses
- Processed payments for authorized orders and blocked unauthorized/suspicious accounts
- Conducted detailed investigations of suspicious transactions, leading to minimized financial losses for the company
- Identified and mitigated potentially fraudulent activities, safeguarding company finances
- Checked for account taken over and reduced chargeback.
- Guided a team as a mentor and part of internal audit team.