



# TUSHAR SHARMA

## KYC and Fraud Analyst

### My Contact

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H.No.-156 Mayur Vihar Ph-2 Behind City  
Prince Public School Delhi - 110091.

### Hard Skill

- Fraud Investigation.
- Maintaining Excel data of all customers.
- Responsible for rendering useful administrative support to another member of the team.
- Responsible for efficient dealing of complaints to completion and enabling satisfaction of customers.

### Soft Skill

- Observation.
- Communication.
- Decision making.
- Multi-tasking.

### Education Background

- Master's in Business Administration from IMT College Faridabad (MDU) in Year 2022.
- Bachelor's in Business Administration from Aravali College of Engineering and Management (MDU) in year 2019.
- 10th and 12th from CBSE board from Modern School Sector - 11 Noida.

### About Me

To work in a progressive environment that provides ample opportunities for learning and intend to build myself as a key player in this challenging environment of KYC and Fraud where my capabilities and knowledge are utilized for the company's best growth.

### Professional Experience

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#### Zhudao Infotech Pvt Ltd (OnionPay/Zerone) | Kyc and Fraud Analyst

*Oct 2022 – Mar 2024*

- To maintain records of the chargeback and disputes.
- Wherein, post raising the disputes the data has to be pushed to the concerned merchant.
- To work on cyber fraud cases wherein complaints from customers have to be taken in cognizance and for the same a follow-up has to be taken from the concerned I.O (Investigation Officer).
- To maintain the track records of daily complaints viz. chargeback/disputes. To emphasize on the urgent closure of the complaint from raising it to the merchant to refund (if required).

#### Paytm Payments Bank Pvt. Ltd. | Kyc and Fraud Analyst

*Jan 2020-Jan 2021*

- Communicate with the other bank and Third-Party merchants for the recovery part of the fraudulent transaction of the Paytm users.
- Take mitigation to reduce the number of fraudulent transactions.
- Apply the Red Flags on the suspicious account.
- Mark the lien and dispute the amount from the fraudster's account.
- Blacklist the fraudster's caller number, beneficiary bank account, and device, or set a credit and debit transaction limit.