



# LALIT MOHAN

KYC ANALYST

## About Me

KYC Analyst with one year of experience in dispute resolution, chargeback management, and fraud investigation. Skilled in Zendesk, Penny, Admin, and Looker with strong analytical, compliance, and communication skills, ensuring accurate and timely case resolution.

## EXPERIENCE

### GlobalLogic 2023 - 2024 one year experience

Analyze and investigate disputed transactions, Claims, or allegations of fraud. Collect and review relevant documentation, data, and information to support or refute disputes. Make determinations: Determine the validity of disputes and make recommendations for resolution. Communicate with stakeholders: Collaborate with internal teams, customers, merchants, or law enforcement agencies to resolve dispute. Review and analyze transaction data: Examine transaction Records, account activity, and other relevant data to identify suspicious activity. Conduct risk assessments: Evaluate the risk associated with transactions, accounts, or customers. Develop and maintain policies and procedures: Create and update policies and procedures to ensure effective dispute resolution and fraud prevention. Provide training and support: Educate internal teams on dispute resolution and fraud prevention best practices.

## EDUCATION

### MBA (Business Analytics) | Chandigarh University, Gharuan Session: 2021-2023 8.24 cgpa

### Bachelor of Business Administration | GGSIPU, Delhi Session: 2016-2020 68%

### Intermediate (CBSE) | Mahararaja Agarsain Public School(C.B.S.E.) Session: 2015= 60%

### Matriculation (CBSE) | Mahararaja Agarsain Public School(C.B.S.E.) Session: 2013 =60%

## EXPERTISE

 Digital Marketing.

 EXCEL.

 Power BI