

CURRICULUM VITAE

Aman Sharma

E-mail: as3383421@gmail.com

Mobile no: 8802776592

OBJECTIVE

To pursue growth of my career in a competitive and challenging work environment which will enable me to learn, grow and substantially build on my knowledge acquired during my study and at the same time give me an opportunity to contribute to the growth of the organization where I work.

WORK EXPERIENCE

- Company Name: **Genpact**
Designation: **Dispute Analyst**
Time Period: **Sep 2024 – Present.**

JOB RESPONSIBILITY IN GENPACT

1. Receive, log, and acknowledge disputes or chargebacks raised by customers, merchants, or partner banks.
2. Review payment records, order confirmations, shipment tracking, or service logs to confirm the transaction details.
3. Assign disputes to correct categories.
4. Conduct root-cause analysis of disputes to identify errors, fraud, or merchant misrepresentation.
5. Prepare compelling representations (responses to chargebacks) using supporting documents. Submit evidence within strict deadlines set by card networks or regulatory bodies.
6. Verify the reason for Pre-Arb (e.g., new evidence provided, representation deemed insufficient, or procedural issues).

EDUCATIONAL QUALIFICATIONS

- Passed **B.A** in the year 2024 from **Delhi University, School of Open Learning** Delhi.
- Completed **high school** from Kendriya Vidyalaya, in 2019.
- Completed **Secondary school** from Kendriya Vidyalaya, in 2017.

SKILLS

- I have developed strong communication skills.
- I can clearly convey my points to different audiences.
- I'm also a good listener which aids in my ability to intimately understand a situation and prepare an appropriate response.
- Quick learner.
- MS Office.
- Ability to work independently.
- Teamwork.
- Adaptability.

PERSONAL DETAILS

Father's Name : Ravinder Kumar

Date of birth : 03rd May 2001

Sex : Male

Marital status : Single

Nationality : Indian

Languages Known : English and Hindi.