

# SHIVANGI GUPTA

Noida, Uttar Pradesh -201301

10/10/1999 | +91 8433454453 | [shivangigupta.dei@gmail.com](mailto:shivangigupta.dei@gmail.com) | [@Linkedin](#)

## PROFESSIONAL SUMMARY

Seasoned professional with 4 years of expertise in Fraud Investigation, Financial Risk Analysis, and Team Leadership, specializing in the banking sector. Successfully led an 8-member team to improve productivity by 15% while personally handling over 100 complex fraud cases. Proficient in data analysis (Power BI, SQL) and compliance, with a proven history of implementing fraud prevention strategies that reduced activity by 20% and recovered over ₹30,00,000 in fraudulent funds.

## WORK EXPERIENCE

### **Deputy Manager, Fraud Investigation | Kotak Mahindra Bank (April 2023) – Present**

- Lead and manage a high-performing team of eight fraud investigators, providing mentorship and training that increased productivity by 15% and reduced case resolution time by 10%.
- Oversaw 100+ complex fraud cases, successfully recovering over ₹30,00,000 in fraudulent funds, while maintaining a 95% customer satisfaction score.
- Collaborated with cross-functional teams and five external banking institutions to facilitate a 90% recovery rate on disputed fraudulent transactions.
- Implement fraud prevention strategies that reduced fraudulent activities by 20% in six months and conducted awareness campaigns reaching 5,000 customers.

### **Assistant Manager, Retail Liabilities | Kotak Mahindra Bank (April 2021) – (March 2023)**

- Resolved over 500 customer account disputes monthly, consistently meeting or exceeding 98% of turnaround time (TAT) goals..
- Streamlined inter-branch communication across 50+ bank branches, reducing the average resolution time for liability issues by one Business day.
- Maintained high customer satisfaction through empathetic support and clear communication.

### **Marketing Intern | Data Resolve Technologies | (September 2019) – (November 2019)**

During my internship at Data Resolve Technologies, I gained hands-on experience in digital marketing and business operations. My role included:

- Managing cash flows and ensuring smooth financial tracking. Collecting payments and coordinating with clients for timely settlements. Executing email marketing campaigns to boost engagement and reach.
- This internship gave me exposure to both analytical and marketing aspects, strengthening my skills in finance handling, client communication, and digital marketing tools

## SKILLS

**(Technical & Core):** Fraud Investigation (Digital, Banking), Financial Risk Analysis, Compliance (KYC, AML), Fund Recovery, Data Analysis, Power BI, Microsoft Excel, SQL (Basic/Intermediate), Kraman, Finacle, CRM Software, Stakeholder Management, Team Leadership.

## EDUCATION

- **Dayalbagh Educational Institute** – Graduation, 2019 (CGPA: 8.0)
- **Prem Vidhalaya Girls Inter College** – Intermediate, 2016 (CGPA: 8.46)
- **Prem Vidhalaya Girls Inter College** – High School, 2014 (CGPA: 8.64)

## ACHIEVEMENTS

- Uncovered a phishing scam affecting 300+ users during Digital Banking Fraud Sweep 2024; developed tracking model aiding cyber investigation and arrests.
- Identified and resolved internal control leak in 2023 by collaborating with IT to patch unauthorized access and implement preventive controls.
- Awarded “Quarterly Best Performer” for exceptional fraud detection and resolution.
- Recognized as “Half-Yearly Best Performer” for consistently exceeding KPIs in fraud detection.