

VIGU CHANGMAI

Ambala, India

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PROFESSIONAL SUMMARY

Detail-oriented **Fraud Prevention Representative** with hands-on experience in detecting, investigating, and resolving suspicious activities on digital platforms. Skilled in dispute handling, transaction review, and risk assessment to maintain platform safety and enhance customer trust. Strong analytical mindset with the ability to collaborate cross-functionally and improve fraud detection processes.

WORK EXPERIENCE

Fraud Prevention Representative — TTEC

03/2024 – Present

- Monitored customer activity and transactions to detect and prevent fraudulent behavior.
 - Investigated suspicious cases, handled disputes, and ensured a secure user experience.
 - Used data validation checks and analysis to review account activity and support risk decisions.
 - Prepared detailed case reports with findings and actionable recommendations.
 - Utilized investigative tools and internal systems to verify authenticity and ensure trust and safety compliance.
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EDUCATION

Army Public School, Ambala Cantt

12th — 2021

Army Public School, Ambala Cantt

10th — 2019

KEY SKILLS

- Fraud Prevention & Risk Management
- Transaction Monitoring
- Chargeback & Dispute Handling
- Data Validation & Case Documentation

- MS Excel & MS PowerPoint
 - Problem Solving & Critical Thinking
 - Attention to Detail & Multitasking
 - Team Collaboration
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ACHIEVEMENTS

- Runner-Up — **North Zone Football Championship (2020)**
 - Represented Ambala — **Inter-School State Level Football Championship (2020)**
 - **First Position** — CBSE North Zone Commands (2019)
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LANGUAGES

- English — Fluent
 - Hindi — Fluent
 - Assamese — Fluent
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INTERESTS

Chess | Football