

ASHISH DEVRANI

H. No.-48, NEW MOHANPURA,
LAXMI NAGAR

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PROFESSIONAL SUMMARY

Detail-oriented and results-driven analyst with more than a year of experience in the Fintech sector in preventing identity theft, detecting account takeovers, conducting KYC assessments, and monitoring transactions. Strong foundation in investigating, analyzing, and using various security tools to protect financial activities. Enhanced customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty.

EXPERIENCE

Inergizer, Noida— Fraud Analyst

MARCH 2024 - PRESENT

- Escalated tickets for further investigation, helping identify organized fraud patterns.
- Investigate account anomalies and unauthorized access to accounts, taking appropriate actions to protect customers' accounts.
- Utilize fraud detection tools to track suspicious activity and develop patterns of fraud related to account takeovers and identity theft.
- Conducted thorough investigations on suspicious cases, ensuring timely resolution while maintaining strict adherence to SLAs and KPIs.
- Conducting due diligence & thorough KYC reviews during onboarding.

QUIKCHEX PVT LTD, India— ROR DEVELOPER

September 2021 - January 2023

- Committed to the total development lifecycle, the maintenance of code quality and bug-free applications is of the utmost importance.
- Expert in leveraging the latest software tools to optimise data storage, e-commerce functionality.
- Extensive knowledge of Web development, API Development, and microservices from concept through implementation and optimisation.
- Involved in code review and designing database architecture.

Inergizer, Noida, India— Senior CS Executive

January 2021 - August 2021

- Streamlined and monitored quality programs to alleviate overdue compliance activities.
- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- Maintained customer account information database by canceling and updating customer accounts.
- Launched quality assurance practices for each phase of development.

SKILLS

Transaction Monitoring
PEP & OFAC Screening
ID Theft & ATO Investigation
KYC Reviews
Lexis Nexis | Brider XG
Onfido | Unit 21
MS Excel, PowerPoint
Critical thinking
Complaint handling
Time management
Problem-solving
Inbound and outbound calling
Tracking complaints

EDUCATION

B.Tech in CE
GRAPHIC ERA UNIVERSITY,
DEHRADUN | January 2015

LANGUAGES

English, Hindi

MARRIOTT INTERNATIONAL, India— *Global Reservation Customer Care and Sales Agent*

August 2017 - March 2018

- Determining the most common customer concerns through data analysis & escalating to the relevant department
- Maintained a database of customer issues and bugs for reporting purposes
- Handled all customer inquiries, ensuring that the product was delivered with appropriate care and attention

PRERNA REALTECH PVT LTD, India—*Site Engineer*

June 2016 - August 2017

- Recorded daily events and activities in site diary to evaluate the process and improve productivity.
- Oversaw quality control and health and safety matters for construction teams.
- Checked technical designs and drawings for adherence to standards.
- Created work schedules and adjusted as needed to meet project deadlines and keep shifts properly staffed.
- Facilitated construction by mapping out utility installations and establishing reference points, grades, and elevations.
- Displayed strong communication and interpersonal skills while visiting clients, jobsites, and consultant offices to support project and business development needs.