

SIKANT KUMAR

ANALYST



6397616107



shikantchoudhary2000@gmail.com

PROFESSIONAL SUMMARY

Detail-oriented Chargeback Analyst with extensive experience managing dispute lifecycles, analyzing transaction data, and ensuring compliance with card network regulations (Visa, Star). Proven ability to reduce chargeback ratios through root-cause analysis, process improvements, and effective collaboration with internal teams and financial institutions. Strong analytical, documentation, and risk mitigation skills.

EXPERIENCE

Genpact, Gurgaon

10 Dec 2024 - 1 Feb 2026

Analyst (full-time)

- Investigated disputed transactions by reviewing transaction data, customer communications, receipts, and supporting documentation.
- Perform end to end chargeback analysis in compliance with visa and star network regulations.
- Ensured timely responses to chargebacks to meet network deadlines and minimize financial losses
- Maintained accurate records and documentation for audits and regulatory compliance

Ignite Internship

June 2024 - November 2024

LTI Mindtree

- I need to achieve a given Milestone and complete all the task within a deadline.

SKILLS

- **Tools** - MS Excel , MS Teams, Outlook, Zendesk
- **Skills** - Chargeback Analysis, Transaction monitoring, AML and KYC Compliance, Financial Crime (FinCrime), SLA Compliance

EDUCATION

Bachelor's of technology (CSE)

2019 - 2023

Lovely Professional University

Senior Secondary

2017 - 2018

Cambridge international School (CBSE)

Matriculation

2015 - 2016

Cambridge international School (CBSE)

CERTIFICATION

- Generative AI
- Lean six Sigma
- Anti-money Laundering (Practitioner)

LANGUAGES

- English
- Hindi