

Muskan

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Objective

Analytical and vigilant Fraud Analyst skilled in detecting fraudulent activity, investigating anomalies, and protecting organizational assets through accurate risk assessment and data-driven insights. Aiming to support strong fraud prevention and compliance practices in a professional environment.

Experience

- Telus digital** Mar-2025 - currently
Fraud Analyst
 - Monitored transactions to identify suspicious or high-risk activities and prevent potential fraud.
 - Conducted detailed investigations on flagged cases and documented findings accurately.
 - Analyzed customer behavior and transaction patterns to detect anomalies.
 - Reduced fraud risk by applying internal policies, compliance guidelines, and risk controls.
 - Collaborated with internal teams to resolve fraud cases and improve prevention strategies.
 - Reviewed alerts, escalated high-risk cases, and recommended preventive actions.
- Teleperformance pvt ltd** Dec-2022 - Aug-2023
Associate
 - Drafted and managed professional email communications with policyholders, investigators, and internal teams regarding fraud investigations and claim verification.
 - Coordinated with field investigators and vendors through formal email correspondence to initiate and track insurance fraud investigations.
 - Requested and verified claim-related documents via email as part of fraud detection and validation processes.
- Quess corp pvt ltd** Feb-2021 - Aug-2021
Customer support executive
 - Provided customer support on a contract basis, resolving order, delivery, return, and payment-related queries through calls and emails while ensuring customer satisfaction.
 - Handled high-volume customer interactions, followed process guidelines, and maintained accurate case documentation to meet quality and SLA standards.

Education

- Chandigarh University** 2023-2025
MCA (Masters of computer application)
- University of Delhi** 2019-2022
Bsc mathematics (hons.)

Skills

- Hacked account and account takeover analysis
- Transaction monitoring
- Chargeback investigation
- Fraud pattern & trend analysis
- Risk scoring and decision making

Achievements & Awards

- Consistently met quality and SLA targets in international fraud investigation processes.