



# ANKUR VOHRA

FINANCIAL CRIME | RISK CONSULTANT

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## PROFILE OVERVIEW

Ops Management professional with **16+ years** of experience in managing large scale teams in Financial Crime, Fraud & Chargeback, Transactions Monitoring and Governance & Control through strong data driven Business Intelligence

## DOMAIN KNOWLEDGE

- FinCrime Prevention
- Fraud & Chargeback
- Anti-Money Laundering
- Transaction Monitoring
- Governance & Control
- Business Intelligence

## TECHNICAL SKILLS

- GenAI
- SQL
- Tableau
- Macro Economics

## EDUCATION

Masters - Operations Research  
Hansraj College, DU  
2009

Bachelors - Mathematics  
Dyal Singh College, DU  
2007

Actuarial Science  
Active Student

## Work Experience

### Director, Strategic Risk Services

American Express/Accertify - Apr'13 – Jan'26

- **Led large-scale operations of 150+ FTEs for Fraud and Chargeback services, embedding KYC/AML and Financial Crime controls** within a regulated global offshore delivery model
- **End-to-end ownership of service delivery** for Fraud and Chargeback operations across **30+ global airline and retail clients**, managing build, run, and scale phases with integrated **customer due diligence and transaction risk controls**
- Drove deep dive analysis across **Transaction Monitoring, Enhanced Due Diligence and Screening** for an E2E AML process to identify fraudulent transactions and report to clients for potential **SARs** back to acquirers
- Strong understanding and adherence to the **BSA, US Patriot Act, OFAC and FATF** requirements to enable a robust AML structure for clients
- **Provided people leadership** to a **multi-layer structure comprising 5 Managers and 15 Team Leaders**, driving high-performance culture, accountability, and delivery rigor
- Owned **client servicing, queue management**, service reviews and escalation management consistently **achieving >99% SLA adherence**, strong quality outcomes and regulatory compliance
- Drove **capacity planning, demand forecasting and workforce optimization** for 50+ FTEs, balancing transaction volumes, dispute backlogs, onboarding surges, and daily and hourly client **queue reviews**
- Managed Turnaround Time (**TAT**) across **Fraud, Chargeback and KYC/AML-adjacent workflows** (customer reviews, risk validations, alert handling), delivering **15-25% TAT improvement** through process optimization and workload rebalancing
- Owned **cost per FTE, productivity, and throughput metrics**, delivering 10-20% efficiency gains through utilization optimization, skill-mix alignment and automation
- **Operational risk management, regulatory compliance** and audit readiness, maintaining zero high-risk audit observations across fraud, disputes, and embedded AML controls
- Strategic ownership of **workforce management**, including **hiring, onboarding, performance appraisals**, engagement, L&D, succession planning, and retention, ensuring delivery continuity and leadership pipeline strength
- Drove **continuous improvement in operational excellence** through productivity gains, quality scores and turnaround times improvisations while maintaining regulatory rigor
- **Board Member – Accertify India (Inception – Oct'25)**, contributing to governance, risk oversight, and strategic direction
- **Member, PoSH Committee**, supported organizational governance and compliance
- Led analytics around types of transactions and POS devices such **Contactless, Chip & PIN or 3DS**
- Owned & delivered various regulatory reporting for **RBI & HK regulators**
- Data Analytics for **authorized/unauthorized** transactions spanning **multiple payment methods**

### Analyst, Credit Card Analytics

Genpact, Gurgaon | Apr'11 – Apr'13

- **Collection Strategy** analytics for **delinquent customers**
- Identification of opportunity areas through **Champion/Challenger Strategies**
- Analysis of optimized **repayment plans** for **hardship customers**

### Analyst, Corporate Structures

S&P Global, Gurgaon | Jul'09 – Apr'11

- Managed the Corporate Structures of **S&P 500 companies**
- Analysis of public companies for their **strategic investments**
- Excel based **data governance**