

RESUME

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OBJECTIVE

Experienced risk , fraud chargeback analyst. Extensive experience in ecommerce fraud analysis, payment processing, disputes/chargebacks resolution. Focused on improving productivity, increasing efficiency and enhancing quality.

WORK EXPERIENCE

Genpact India Private Ltd[Aug'23-till date]

Role: Process Developer

- Analyzing fraudulent transactions and taking actions as to prevent monetary losses.
- Identifying fraud accounts (new and old) and investigating customers details to prevent any chances of ATO or Identity theft.

Amazon Development Centre [April '22- March '23]

Role: Chargeback/Transaction Risk Investigator

- Proactively analysed transactional and dispute reports and identified trends.
- Analysed, developed and interpreted fraud trends to monitor potential issues throughout the fiscal year.
- Processed and monitor chargebacks fulfilment throughout the entire dispute cycle.
- Conducted Link analysis to identify transactions and accounts to known fraudulent activity.

Teleperformance India [Jan'18- Jun'18]

Role: Technical Support Associate

- Understanding client's issues and providing appropriate solutions.
- Working and storage functions of Hardwares. Providing on-time solutions and optimal suggestions.

INTERNSHIP AND CERTIFICATIONS

The Coursera Project Network [Oct '22]

Introduction to Data Analysis using Ms Excel

- Create an account with Microsoft Office 365 online and upload a document.
- Use functions such as IF, VLOOKUP and create PivotTables to perform more advanced data analysis.
- Use sorting and filtering tools to perform simple data analysis.

SQL BASICS from Great Learning

[April'22]Crash Course on Python [Google]

- What Python is and why Python is relevant to automation?
- How to use the basic Python structures: strings, lists, and dictionaries
- Basic Python Data Structures
- Fundamental Programming Concepts
- Basic Python Syntax
- Python Programming

PROJECTS DONE

Online Store Data Analysis

- Creating Annual Sales Report
- Data Cleaning
- Data Processing
- Data Analyzing using pivot tables, charts and concluding insights.

Covid -19 Data Analysis using Python [Nov'20]

In this project, we have COVID19 dataset which consists of the data related to cumulative number of confirmed cases, per day, in each Country.

- Importing COVID19 dataset and preparing it for the analysis by dropping columns and aggregating rows.
- Finding and calculating a good measure for the analysis.
- Merging two datasets and finding correlations among the datasets.

Product Sales Data Analysis [May' 21]

- Analyzed e-commerce sales data by creating interactive dashboards using power BI.
- Customization using filters and slicers.
- Used different types of customized visualization (bar chart, pie chart, clustered chart, area chart, maps, slicers, etc.

TECHNICAL SKILLS

- Power Bi
- Advanced Excel
- SQL
- Python Programming
- Fraud Analysis
- Data Visualization

EDUCATIONAL QUALIFICATION

Qualification	INSTITUTE	BOARD	YEAR	MARKS
M.C.A(postgraduate)	Graphic Era University	Deemed	2012-2015	66.7%
B.C.A(Graduate)	B.I.T Mesra(Ranchi)	Deemed	2009-2012	71.9%
HSC	Holy Cross School	CBSE	2008-2009	72.33%
SSC	Holy Cross School	CBSE	2006-2007	86.5%

HONORS AND REWARDS

Employee of the Month (DQR CHAMPS)-Amazon Development Center, Oct,2022.

- Managing transaction frauds and reducing the risks. Analyzing the gap and designing

workflow to reduce the losses.

Served as Leo Club member [2008-2009]

PERSONAL DETAILS

- Date of birth : 22nd May 1990
- Father's Name : Mr. Triloki Singh Yadav.
- Language known : English, Hindi .