

Suryanirmal J

9600180978

SURYANIRMALJ@GMAIL.COM

EXPERIENCE

Associate – Frauds and Claims | Wells Fargo

April 2022 – Till Date

- Research debit card chargeback disputes cases; recover the funds.
- As per gathered information check for fraud types and charge back rights.
- Handle all aspects of disputes to process in compliance with Visa.
- Processing charges back queues within the time frame
- Analyzing the charge back rights and routing credits to the right customers.
- Research and analyze all reported fraud chargeback cases.
- Knowledge in Visa operating rules and E-regulations.
- Document maintain for chargeback process procedures.
- Minimize the fraud and charge back through prevention deduction.
- Investigation of fraudulent and suspicious transaction account.

Internship – Customer Retention | Pothys

January 2021 – February 2021

- To identify customer satisfaction and customer loyalty.
- Collection of information from the respondents through questionnaire.
- Analysis and interpretation using tools like Percentage Analysis, chi square test and correlation.
- Recommend perspectives to the company for improving loyalty.
- Focus on factors to gain customer satisfaction.
- Enhancing the competitive advantage in a tight competition market.

EDUCATION

Bachelor of Commerce | Veltech Universty

7.05 CGPA

2018 – 2021

Higher Secondary | Velammal Matriculation Higher Secondary

71.5%

2015 – 2017

OBJECTIVE

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

SKILLS

- MS Office Suite
- Invoice Processing
- Vendor Management
- Purchase Order Processing
- Client Handling

PROFESSIONAL SPORTS

STATE LEVEL – VOLLEY BALL

- South Zone – Inter University Championship;
- State Level - participated representing Velammal.
- District Level – Represented Chennai twice, Kanchipuram thrice and Thiruvallur thrice.