 **Sanjeev Tiwari**

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| Objective  **Companies worked with so far :-** | * Looking for a career position where professional experience and expertise will be regarded as a wealth of an organization * To take up a challenging position with a professionally managed organization that provides a healthy work environment this utilizes my knowledge, capabilities and skills towards the achievement of organization mission.. * Looking for a career position in an industry where there will be a scope to work with a young and vibrant team. * **One year worked with Snapdeal as a Sr. Experience Executive. \*(Feb 2015 to March 2016 )** * **Two year and five month worked with Quatrro as a Fraud analyst for JP Morgan Chase Bank \*( Oct 2012 to Feb 2015 )** * **One year worked with Fidelity Information Services (FIS) from past 1 year \*(Dec 2011 to Sep 2012 ) .** |
| **Total Work Experince-** | 4 years and six months….  Work profile:- Snapdeal  . Working as Sr. Experience executive.  . Providing resolution to Snapdeal customer regarding refund and reverse logistics. And Analyzing fraud data.  Mentoring and update new release and offers.  Analyzing and summarizing customer data with customer past record with IP.  Working on sales force and CC penal software.  Quattro-   * Working as a Fraud Analyst * Working in the domain of Risk Charge Back * Primarily dealing with customer database and analyzing the possible frauds in the account * Involved in Payment Card Industry (PCI) Data Security Standard (DSS) regulations and the various methods and industry best practices for in-depth systems analysis, security event monitoring and intrusion detection and prevention.   Proactively monitor and review electronic account and transaction data for suspicious activity and possible fraud  Resolve queued transactions within the service level agreements to reduce potential revenue losses.   * Resolve customer issues within the scope of existing service level agreements * Maintain fraud analysis models to improve efficiency and effectiveness of company systems. * Generate suspicious activity reports and risk management reports for Managers.   Fidelity Information Services (FIS)-   * Processing and auditing documents. * Prepare Quality and production reports * Mentoring new waves. * Conducting collaboration with onshore and offshore teams * Collating and distributing work to whole team. |
| **ACADEMIC**  **QUALIFICATION** | Projects & Achievements at FIS and Quatrro .:-  Achieved Reward & Recognition twice for excellent performance.   * Got appraisal and promotion for performance and attendance * Got Certificate and attend Leadership training Program. * Completed graduation from Kanpur University \*(2008 – 2010 ) * Completed senior secondary education TIC (CBSC). |
| CO- CURRICULAR  ACTIVITIES:  **Skills:**  **Computer Literacy:**  **Strength:**  **Weakness:**  **Why should I be selected:** | * Listening to Music and watching Hollywood movies. * Playing Badminton.   Strong problem solving  Office administration Team building Supervisory Leadership Problem solving  Good interpersonal relationships   * Well versed in MS office that includes MS word, MS excel. * Well versed in internet operation. * Hardworking * Enthusiastic * Can perform under pressure * Can execute a task within a short time. * Fast learner.   I am too much perfectionist and sometimes I spend too much time to make a work 100% perfect.   * Become an asset of a company. * Deliver better quality. * Maintain punctuality in professional life. * Vast experience in this sector. * Can execute task under pressure. * Can learn very fast from mistakes. |
| **PERSONAL DETAILS:** |  |
| **Address**  **Date Of Birth** | B-1 F/F 16 A Sevak park , near metro pillar no 771 dwarka mod New Delhi. 110059.  21- July 1986 |
| **Status** | Married |
| **Languages Known**  **Email Id-**  **Contact no -** | English, Hindi.  [**San.tiwari2006@yahoo.in**](mailto:San.tiwari2006@yahoo.in) [**Sanjeev.tiwari2006@gmail.com**](mailto:Sanjeev.tiwari2006@gmail.com)  9654515032 |

I declare that the above facts given by me are true to the best of my knowledge and belief. **(Sanjeev Tiwari)**