ABHIK DHAR

A versatile, accomplished & goal-oriented professional with over 8 years of experience in Data Analysis, Fraud & Risk Management, FinancialData Analysis, Training & Development and People Management with proven track record of delivering consistent business results

Industry: Financial Services/FinTech/FRM/EdTech

Github: https://github.com/abhdhar-1618

Location: PAN India

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Core Competencies

Fraud Analysis	Data Matching & Classification
Process Automation	Data Processing & Management
Data Visualization/ Mining	Predictive Modelling
Team Building & Leadership	Risk Management & Mitigation

Soft Skills

Collaborator · Team Builder · Communicator · Problem-solver

Profile Summary

- **I have worked with Simplilearn Solutions Pvt. Ltd., Bengaluru,** as a **quality analyst** assisting the business on a **continuous improvement process for customer relations**.
- Conducting Customer interaction audits and providing solutions to business pain points
- Experienced in **identifying & mitigating risk**, providing advisory & insights on risk management, **conducting risk & control assessments and identifying impediments** in the achievement of risk objectives of the organization
- Evaluated **risk/financial fraud data** from various sources; estimated trends, summarized information suited for investigative use
- Proficient in **performing analysis of data in support of the company's efforts** to identify and prevent organized theft & fraud activity and manipulating/ analyzing complex, high-volume, high-dimensionality data from varying data sources
- **Expert in statistical and linguistic methods** for data mining, information extraction and classification; capability to analyze data, and create effective visualizations
- Capability to communicate complex **quantitative analysis & analytic approaches** in a clear, precise & actionable manner and evaluating data findings to communicate findings in a clear, structuredmanner; developing cordial relations with stakeholders and rendering guidance
- **An effective communicator with strong relationship management skills** with the capability to relate to people at any level of business and management; possess excellent analytical and problem-solving skills

Notable Accomplishments Across the Career

- Rewarded twice in Capgemini Technology Services with awards such as:
  - Capgemini Spot Awards
  - Process Innovation Award
- Recognized with numerous appreciation mails from clients in Capgemini for High Impact ProjectDelivery
- Built a **predictive model for fraud detection** and **EDA Solution** to detect data patterns and outliers
- Reduced Stakeholder losses from **30 CR to 5 CR** by introducing data validating methods
- Reduced Quarterly Business Losses from **40 CR to 8** CR by Analyzing and detecting Customer fraudpatterns
- Contributed in **process transition** from Oracle GFS to Oracle R12
- Implemented a new data visualization tool that allowed for quicker and more accurate identification of fraud patterns, resulting in a **17%** reduction in the time required for fraud investigations.
- Collaborated with cross-functional teams to streamline processes and reduce errors in financial reporting, resulting in a **23%** increase in efficiency and a **18%** reduction in errors.
- Developed and presented training materials to educate staff on the importance of fraud prevention and detection, resulting in a **20%** increase in staff awareness and compliance with fraud prevention protocols.
- Mentored junior team members and provided guidance on complex data analysis techniques, resulting in improved team performance and increased productivity.
- Led a team of analysts to develop and implement a fraud detection algorithm, resulting in a **60%** reduction in fraudulent transactions.
- Introduced/ideated Kaizen in the organization's global portal and effectively reduced theprocessing time by eliminating manual intervention, while working with Capgemini

Organizational Experience

Dec'22 – June'23: Simplilearn Solutions Pvt. Ltd, Bengaluru as a Quality Analyst

Key Result Areas:

- Reduced monthly DSAT percentage from 29 % to 21 %.
- Held bi Weekly meetings with stakeholders to discuss and implement process improvements
- Held one on one sessions with customer representatives on issues and challenges faced in BAU activities
- Held bi weekly team huddles to inform the team about observed process errors and provided rectifications on the same
- Educated customer representatives on the business's approved methods of customer interactions.

Dec'18 – Dec'22: Ascent Consulting Services Pvt. Ltd., Bengaluru as Senior Executive - Operations

Key Result Areas:

- Supporting the core team at Fraud & Risk Management Department for **Flipkart** and providing analytical solutions to online frauds
- Managing the construction of Predictive Data Models as Data Analyst
- Working on structural development of team with the Management
- Spearheading identification of fraudulent transactions, risk assessment, analyzing creditworthiness of customer, transitioning of process, identifying commercial frauds and chargebacks
- Identifying fraudulent transactions on merchant terminal, assessing risk of existing merchant business and mitigating future risk
- Supervising the conduct of internal fraud audits including controls & substantive testing, preparing statements, reviewing key business processes & internal controls and analyzing data to gain comfort on various assertions
- Extracting customers' data from Flipkart's interface in VBA excel by using internal tools, analyzing them and classifying fraud & genuine trades; clustering the data and recognizing a pattern
- Using SQL database to facilitate the operations and python modules for clustering the data obtained
- Conducting source mapping, analysis (quantitative and qualitative) and validation of data

Previous Experience

Sep'13-Dec'16: Capgemini Technology Services India Limited, Kolkata as Financial Consultant

Key Result Areas

- Provided accounting solutions to Project Accounting and Business Support (L1) Teams while assisting 2 clients
- Worked for process streamlining, innovative problem solutions and various clientele solutions
- Managing cost & revenue bookings in GFS environment (both manual & web ADIs); reserving & rectifying resources time on Clarity & GFS
- Uploading projects to ImageNow Imaging Servers & addressing end-users concerns

Highlight

- Participated in application upgradation to Oracle EBS R_12 from Oracle EBS 11i by participating in the various cycle of system integration and testing like SIT and UAT

IT Skills

- Python
- SQL
- Power BI
- Tableau
- VBA
- MS Office
- FileZilla Data Server
- Oracle R12 (Project Accounting Environment)
- Image Now Imaging Server
- Clarity Time Tool

Academic Details

- Completed: Integrated Program in Business Analytics (IPBA) from IIM, Indore (In-collaboration with Jigsaw Academy) in 2022
- 2012: Bachelor of Commerce (Hons.) from University of Calcutta