



LISANDRA LEONORA PETERS

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SUMMARY

Seeking a challenging and responsible position where abilities, education and experience will have valuable application. Position should provide an opportunity to continue growth and advancement.

Core Competencies

Fraud investigation, Dispute Management, Customer Service, Claims Analyst, Litigation, Compliance, Critical Thinking, Research and Analysis

Professional Experience

Barclays Bank

(June 2019 – Present)

Fraud Analyst

- Raising and identifying types of frauds and scams
- Educating our customers on accounts under review and reasons for reviews
- Blocking and re-issuing of appropriate services
- Educating customers on prevention of scams and fraud
- Pacifying distressed victims
- Circulating the daily Minutes of the meetings within the team

Dispute Management

- Uploading of disputes on VROL
- Identifying types of disputes and allocation to the correct teams
- Responding to third party requests within stipulated timelines
- Maintaining volume tracker for number of dispute cases arising and cases being raised
- Maintaining Attendance tracker along with colleague overtime tracker with incentive payouts
- Follow ups on the MTs for colleagues
- Being part of the Time and motion study for agent performance

Customer Service

- Assisting customers in change of address, phone numbers, email address and name

- Setting up of direct debits and standing orders
- Balance & Payment Enquiry
- Processing & issuing of payments
- Issuing of new cards and pin numbers
- Maintaining the leave tracker for the team
- Assisting the training team in call barging, floor support & mock call sessions for colleagues in training and MBED

WNS Global Services

(January 2017 – December 2018)

Senior Claims Advisor

- Motor claims handling and investigation with documentation and claims reporting techniques
- Identifying types of motor fraud and evidences to repudiate it
- Written and oral negotiating skills in payment solution's
- Effectively manage, high priority projects and take pride in providing excellent customer service

Aegis International

(January 2015 – October 2016)

Process Advisor

- Assist customers in making changes to their accounts such as change of address, change of name, change of phone numbers, change of email address
- Providing amazing offers, coupons and discount codes for purchase of magazines
- Contribute to positive team environment by proactively aid the team with difficult contacts as needed
- Demonstrate excellent time management skills and the ability to work independently while using the provided knowledge, policies and procedures

Educational Qualifications

- BA.LLB Degree from CMR Law school (2013 – 2018)
- Passed the 12th Standard with first class (2013)
- Passed the 10th Standard with first class (2011)

Work Experience & Internships

- L. Govindraj and Associates Law Chambers *(6th July 2015 – 10th August 2015)*
- Chanchal Ganguli – Advocate on record Supreme Court of India *(7th July 2016 – 30th July 2017)*
- JSM Law Partners *(3rd July 2017 – 31st July 2017)*
- Purvankara Pvt Ltd *(10th January 2018 – 09th February 2018)*

Strength and Leadership Principles

- **Customer Obsession**: Always contribute to the business needs by putting the customers' needs first.
- **Ownership**: With various changes in the market, certain changes that were introduced in the process, which resulted in a drop in the quality and quantity of calls, therefore adapted to change and proactively began regular audit for the team to understand the root cause and work on an improvement plan, which in turn caused a proactive change to the quality.
- **Bias for Action**: Proactively tracked cases with regular follow ups to ensure faster resolutions for the customer.

Language Proficiency

English

Hindi

Bengali

Marathi

Kannada

Additional Skills

Microsoft Office, Financial Analysis, Microsoft Excel, PowerPoint, Banking Systems, & Analytics.

“Striving towards a long- term career with multiple opportunities for growth and sharing of knowledge”