

SHASHI MEHTA

Seeking senior level assignments in Process & Operations Management with a leading organization of repute preferably in the banking sector.

PROFILE SUMMARY

A competent professional with 9.5 years of experience in:

- Operations Management / Process Management
- Anti-money Laundering Operations and Sanctions Screening
- Fraud Detection and Investigation / Financial crimes and compliance

An out-of-the-box thinker with proven track record of 100% productivity & accuracy month-on-month, establishing SOPs, streamlining workflow, assigning tasks to team members.

Excellent interpersonal skills with problem solving, logical thinking & analytical abilities.

ORGANIZATIONAL EXPERIENCE:

Sep'20 – Present: Senior Fraud Review Analyst: Global Fraud and New Accounts

Currently working with *Bread Financial Holdings* as a Senior Fraud Investigator for AML Operations and specialize in transaction monitoring.

Roles & Responsibilities:

- Working as AML analyst and transaction monitoring
- Identify fraud trends and patterns and review fraud claims from card members. Taking immediate action on confirmed fraud activity
- Training new resources & constantly monitoring their progress to ensure smooth learning
- Quality check resource for the team to maintain accuracy & SLA.

Feb'18 – Aug'20: Senior Analyst: Global Fraud and New Accounts

*Worked with *American Express India Pvt. Ltd* as a Senior Analyst in Global Fraud and New Accounts

Roles & Responsibilities:

- Working as a Senior Analyst in Global Fraud and New Accounts where the core task is to conduct KYC check for onboarding customers
- Cross verifying all the documents and conduct due diligence to ascertain the suitability of the applicant for the credit card as per the policies.
- Identify fraud trends and patterns and review fraud claims from card members • Taking immediate action on confirmed fraud activity, which enhances the Customer Experience and minimizes potential loss to American Express
- Ensure accurate analysis of fraud claims and make sound decisions to approve or decline the same through systematic analysis

Sep'13 - Feb'18 Risk Analyst: Anti-money Laundering Operations

*Worked with *Genpact India Pvt. Ltd*, aligning with one of Australia's Big Four Banks, *Westpac Banking Corporation* as a Senior Risk Analyst (KYC/AML) and Subject Matter Expert in Card Fraud Operations.

Roles & Responsibilities:

- Subject Matter Expert & Senior Risk analyst in the team which is related to monitoring of customer's profile & accounts.
- KYC verification & customer profiling to minimize money laundering & terrorism financing.
- Assigning tasks to teammates & maintaining team data
- Preparing business reports & attending client calls for monthly performance review
- Generating process improvement ideas with the help of Lean tools. • Selected for the first voice process of the business & part of pilot process "Detection & Intervention of Card Fraud", traveled to Australia for On-Job Training for a period of one month (Jan'16-Feb'16).
- Floor supervisor in the voice process and resolving the queries of customers & team members, handling inbound & outbound calls.
- Monitoring the call board & overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize adequate customer satisfaction level.
- Preparing business reports as per SLA
- Direct client reporting on daily performance review & keeping them updated with offshore performance
- Providing process training & voice & accent (V&A) training to new resources to

ensure they are confident while handling calls.

- Mentored a batch of 16 new resources in the month of Sept 2017.

SIGNIFICANT ACCOMPLISHMENTS

- Award for **Highest Top Box - 85.11%** for the month of **June'18** by Global Servicing Learning Network
- Award for **Highest RTF - 93.62%** for the month of **June'18** by Global Servicing Learning Network
- **Top Gun Award (Dec'17)** for outstanding work as a Shift Supervisor • Bagged the prestigious award for **Employee of the year (2016)** followed by Destination Australia Award from Westpac Banking Corporation for outstanding contribution to the Risk & Fraud Business.
- **Master Blaster Award (Oct'15)** for highest team productivity with great accuracy.
- **Rising Star Award (Dec'13)** for demonstrating outstanding performance as a New Hire
- Gained recognition as the **Certified Lean Sensei**.
- **Finalist** in Westpac Idol 7 (Inter-process Talent Hunt).

ACADEMIC DETAILS

Bachelor of Commerce Degree (Honors in Decoration) – Delhi University, (2012)
High School Education – Sacred Heart Convent School, Jamshedpur

LANGUAGE SKILLS

- **Hindi:** Native
- **English:** Proficient, spoken and written.

COMPUTER PROFICIENCY

Working knowledge in: Word, PowerPoint and Excel.

Personal Information:

- **Current Address:** Flat 1113, Wing 1, Mykonos, Sobha City, Bangalore, Karnataka

560077

- **Permanent Address:** M/A-61, New Housing Colony, Adityapur, Jamshedpur. •
- Mobile:** +91 6201090825
- **Email:** mehtas235@gmail.com
- **Date of birth:** 1st January 1991

Declaration

I hereby declare that the information provided above is true to the best of my knowledge and belief. I shall be willing to furnish any other information that you may require for the purpose.

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