

# Amrutha Vasu Gavara

9182677435, amruthavasuv@gmail.com  
Chennai, India

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## FRAUD ANALYST

Relentless professional known for working hard to determine risk levels. A well-spoken Fraud Analyst promoting exemplary talents in reviewing accounts and identifying issues. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

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## KEY COMPETENCIES

Procedure review  
Fraud detection  
Problem Solving

Teamwork  
Collaboration  
Flexible and Adaptable

Critical Thinking  
Trouble shooting  
Technical Support

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## PROFESSIONAL EXPERIENCE

### Barclays Global Services

March 2023- Present

#### Fraud Analyst

##### Accomplishments:

- Reviewed reports and individual transactions which appeared suspicious to uncover possible fraudulent activity.
- Analyzed large amounts of data to find patterns of fraud and anomalies.
- Tracked fraud cases and monitored trends to develop strategies for prevention.
- Implemented internal controls to maintain integrity and accuracy of financial records.
- Evaluated customer data to identify and prevent fraudulent activities.
- Collaborated with internal and external stakeholders to create and maintain fraud prevention strategies.
- Developed and implemented procedures to detect and prevent fraud.
- Produced detailed reports of fraud investigations and presented findings to senior management.
- Performed risk assessments to determine level of fraud risk and prioritize investigations.
- Coached and trained staff on fraud prevention techniques to increase awareness and reduce risk.
- Contacted customers directly to notify of fraudulent activity and minimize impacts.
- Collaborated with team members to discuss fraud trends and brainstorm methods to combat this type of crime.
- Analyzed financial statements to identify discrepancies, irregularities and fraudulent activity.

##### Tools Used:

- Pega Intranet - Fraud Case Manager Application
- Fullserve
- Cyber Fraud Fusion Centre Application
- Real Time Management - Control iQ
- SDLC
- Ms-Excel
- Ms Teams
- Outlook

**Accomplishments:**

- In this role this area is the first point of contact by phone, chat or tickets for inquiries related to payroll, policies and benefits, among others.
- I have mastered my research skills and ability to resolve HR issues coming in via the phone system while using the case management system to document and track every call with a high level of accuracy. Moreover, encouraging self-service tools available for all employees.
- As a member of the HR organization, I have handled confidential and sensitive information, as well as demonstrate strong integrity and ethical behaviors.
- I used my strong analytical and critical-thinking skills to bring about continuous improvement on a daily basis, put an exceptional customer service, communication, organizational skills, superior attention to detail and ability to prioritize to work in a fast-paced, rapidly changing HR environment.
- As a HR Associate I worked one-on-one with employees while maintaining successful partnerships with HR Business Partners,
- Benefits, Stocks, Payroll, Talent Management and Operations partners to find the solution for the customer while providing a world-class employee experience.

**Tools Used:**

- Salesforce BALI, DALI Applications
- Amazon Chime.
- Outlook
- My HR Live Application

**Accomplishments:**

- Worked in a blended chat and voice (semi voice process) .As an Outbound Agent contacts consumers and businesses as identified.
- Conducts phone-based surveys. Assists in provisioning services for clients
- Worked to consistently meet all established goals and metrics As an Outbound Agent, receives calls from subscribers of clients' services. Provides customer support services for all levels of customers Uploads status of calls in the Customer Relationship Management.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Updated account information to maintain customer records.
- Handled customer inquiries and suggestions courteously and professionally.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Analyzed customer service trends to discover areas of opportunity and provide feedback to management.
- Participated in team meetings and training sessions to stay informed about product updates and changes.
- Utilized customer service software to manage interactions and track customer satisfaction.
- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.

**TOOLS USED**

- Jira
- Salesforce BLISS application
- Google Sheets, Meet, Forms.

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## EDUCATION QUALIFICATION

- Bsc Computers  
ISBM University  
Chattisgarh  
2018-2021
- Intermediate  
Nri Junior College  
Visakhapatnam  
2011-2013
- SSC  
Sri Saraswathi Vidya Vihar  
Visakhapatnam  
2010-2011

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## ACCOMPLISHMENTS

- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Resolved product issue through consumer testing.
- Collaborated with team of 50+ in the detection and development of solutions for trending frauds.

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## SKILLS

Operating Systems : Windows

Software Tools : MS Office, MS Excel, MS PowerPoint

Programming Languages : C

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## PERSONALITY TRIATS

- Possess good confidence levels
- Keenness for work
- Quick Adaptability
- Awareness for Responsibilities
- Helping the needy at orphanages

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## ACCOLADES

- Certificate of winning and participation in throwball, kabaddi.
- Certificate for participation in events of karate and self defense

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## HOBBIES AND INTERESTS

**Hobbies:** Cooking, Listening to music, Painting, Art and Craft

**Interests:** Interested in Latest Technologies

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## **INTERNSHIP DETAILS**

**Salesforce**

**Aug 2023- Sept 2023**

Did an internship of one month with industry level experts helping us to achieve the relevant knowledge and gain skills essential for a salesforce developer.

## **PERSONAL PROFILE**

Father's Name - (Late) G. Satya Rao

Date of Birth - 23rd August 1996

Nationality - Indian.

Languages - English, Hindi, Telugu (reading and writing)

I hereby declare that the above mentioned details are true to the best of my knowledge.

DATE - September, 2023

PLACE - Visakhapatnam

**SIGNATURE**

Gavara Amrutha Vasu