APURWA SAVADIYA

Fraud Prevention Representative III

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🔗 linkedin.com/in/apurwa-savadiya-b08b36146 📍 Pune, MH

SUMMARY

A highly skilled & experienced Fraud Investigation Representative seeking to utilize my expertise in data analysis, fraud detection, & risk mitigation to contribute to a dynamic organization's fraud prevention initiatives.

EXPERIENCE

Fraud Prevention Rep III

TTEC

📅 2021 - Present 📍 Ahmedabad, GJ

Fraud Prevention Representative: Expert in Data Analysis & Risk Mitigation.

- Conducted data analysis to identify common fraud patterns, reviewed customer accounts for suspicious activity, & enforced fraud prevention policies & protocols.
- Investigated different work-types within the organization to identify potential fraud risks & develop strategies to mitigate them.
- Reviewed accounts transactions, detected fraud trends, summarized key findings, & recommended anti-fraud processes & system enhancements.

Customer Care Executive

Teleperformance

📅 2020 - 2021 📍 Indore, MP

Provided customer service in Fraud Dispute domain by addressing inquiries, concerns, & requests about products & services.

- Investigating & resolving fraud disputes: Reviewed & investigated customer complaints related to fraudulent transactions, identify unauthorized charges, & work to resolve them as quickly and efficiently as possible. Also communicated the findings of the investigations to customers, financial institutions, & other stakeholders.
- Investigating Negative Balance: Reduced negative balances & mitigated fraud risks by analyzing cardholder accounts, investigating suspicious transactions, & implementing process improvements.
- Communicating with customers: Respond to customer inquiries & concerns via phone, email, & other channels, providing them with timely & accurate information about their fraud disputes.
- Maintaining accurate records: Maintained detailed records of all fraud dispute investigations & resolutions, ensuring that all information is accurate and up-to-date. Also maintained confidential customer information & ensure compliance with data protection regulations.

Senior Executive

Hexaware Technologies

📅 2018 - 2020 📍 Nagpur, MH

Background Screening Specialist: Ensuring Compliance, Risk Mitigation, & Exceptional Customer Service.

- Conducting Background Checks: Responsible for verifying the employment & educational history of potential job candidates includes conducting thorough background checks, contacting previous employers & educational institutions, & verifying credentials such as degrees & certifications.
- Maintaining Confidentiality: Responsible for ensuring that all information gathered during the verification process is kept confidential & secure which includes following appropriate data privacy & protection regulations & policies.
- Evaluating Results: Reviewed & analyzed the results of background checks, including criminal records, employment history, education verification, & credit reports to determine candidate or employee standards.
- Conducting other verifications: Conducted DOT verification,contractor,vendors & Temp. Staffing screening.

SKILLS

Adaptability	Fraud investigation	Stress Tolerance
Customer Service	Interpersonal Skills	Microsoft Excel

ACHIEVEMENTS

All India Inter-university Chess Championship
5th Ranked at National Level

Best Outbound Agent
Best outbound agent by FADV client for 1st Quarter at Hexaware

Employee of the month
Recognized for outstanding performance at Teleperformance

Star performer
Recognized for outstanding performance at Hexaware

West Zone Chess Championship
Achieved personal chess goal

EDUCATION

Electronics and Telecommunication, B.E
Nagpur University
📅 2014 - 2017

Higher Secondary Certificate
J.B. Science College
📅 2012 - 2013

Secondary School Certificate
S.H.V. Wardha
📅 2010 - 2011

CERTIFICATION

Anti-Money Laundering Concepts: AML, KYC and Compliance
Udemy

Introduction to Cybersecurity
Simplilearn

Microsoft Excel-Ms Excel from Beginner to Advance Course
Udemy

LANGUAGES

English
Proficient ●●●○

Hindi
Native ●●●●●

Marathi
Advanced ●●●○○