



Babli Verma

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Sangam Vihar, New Delhi,
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Skills

- Having Knowledge of MS-Office and MS-Outlook
- Email Etiquettes
- Leadership
- Reporting
- Critical Thinking
- Problem solving
- Fraud Detection

Education

- 10th from C.B.S.E. Delhi.
- 12th from C.B.S.E. Delhi.
- B.A. Hons. (Political Science) from Delhi University.

Personal Dossier

Date of Birth: 8th Oct, 1990
Marital Status: Unmarried
Languages: Hindi & English
Hobbies: Listening to music and reading

Professional Summary

Providing leadership as a process specialist for process improvement. As a Senior Fraud Analyst analyzing customer's account activity through the utilization of fraud filters and research tools to ensure the bank maintains a high level of loss avoidance and a low level of risk due to fraudulent activity.

Experience

Process Specialist – Cognizant, Pune

Oct 2022 - Present

Account verification & analysis as a Senior Fraud Analyst:

- As a Process Specialist Analyzing customer's accounts and data to identify Suspected fraud activity.
- Putting Reject debit and Reject Credit Hold on the account as per client's request.
- Removing Hold from the account as per client's request.
- Responding to customer care representative regarding to fraud suspect hold on the account.
- Performing internal Quality checks for the team and provide feedback for continuous improvements.
- Providing information to the onshore team regarding the claims via email and Teams.
- Managing work volume and prioritize them as per REG-E guidelines.
- Ensuring to meet the monthly Targets and SLAs on a regular basis.
- Handling queries of teammates and taking training for new hires.
- Maintaining data like: daily production, accuracy and attendance report etc.

Senior Process Developer – Genpact, Noida

Feb 2015 - Sep 2022

PIN based disputes as a Senior Fraud Analyst:

- As a Fraud Analyst (SME) handling customer's PIN based disputes related with debit cards.
- Investigating the claims and issuing Provisional Credit to the customer within REG-E timeline frame.
- Doing quality check of the claims processed by team.
- Sending e-mails to the onshore team regarding the claims.
- Reviewing customer's account relationship with bank to prevent fraud activities.
- Providing information by sending letter to the customer regarding the claims.
- Handling a financial workbasket to process entries to maintain Sub Ledgers.
- Managing work volume and prioritize them as per REG-E guidelines.
- Ensuring to meet the monthly Targets and SLAs on a regular basis.
- Handling queries of teammates and taking training for new hires.
- Maintaining data like: daily production, accuracy and attendance report etc.
- Conducting team calls for distributing vital information to team members in an effective, timely and clear manner.