**VALVANOOR GOVERDHAN ARUNDATHI**

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**PROFESSIONAL OBJECTIVE**

To attain a responsible position, where I can contribute the best of my skills and efforts for the growth of the organization and myself while being resourceful, innovative and flexible.

**EDUCATIONAL QUALIFICATIONS**

* Completed MBA from Narsimha reddy engineering college in the year 2020.

**PROFESSIONAL EXPERIENCE**

* Working as Senior Fraud & Claims Operations Representative in Wells Fargo.
* Worked as Process Associate in Genpact From April 2017 to June 2018.

**Employment History at WELLS FARGO:**

**Roles and Responsibilities:**

1. **Process: Loss and Recovery Operations (Exceptions)**

* Reviewing basic activities associated with maintaining General ledger accounts.
* Onsite review/audit findings, determine risk level and recommend resulting fraud prevention strategies.
* Handling and maintenance of confidential client documents.
* Compare and contrast differences with in KYC records.
* Acts as an escalation point for more complex cases.
* Handling with high-risk disputes which involve High dollar.
* Posting credit to customer DDA/ACCOUNT within given timeframe.
* Making adjustments in closed accounts and Issuing check requests.
* Taking refreshing sessions to the newly trained people and providing floor support as required with maintaining daily targets and quality measures.
* Communicating/escalating issues to management when applicable.
* Serving as a mentor for new hires or less experienced team members.
* Collaborating with colleagues and mid-level managers to resolve issues and achieve goals.

1. **Process: Representment and Pre-Arbitration Process (ADCC)**

* Handling ATM and Debit Card, Fraud Disputes & Pre-arbitration responses.
* Ensuring that the chargebacks are processed in accordance with visa regulations
* Reviewing merchant credits and the documents at pre arbitration stage.
* Findings remedy/compelling evidence for the issuer's chargeback.
* Compliance with visa time frames and Regulations for disputes Act as an escalation point for lower-level specialist to resolve issues and collating various process related data

**Employment History at GENPACT:**

**Roles and Responsibilities:**

**Process:**  **Chargeback**

* The Debit card claims are compromised and we played a role as Fraud Analyst.
* We are responsible for conducting research into transactions particularly those are Electronic.
* After Investigating is done, we received a claim which is processed by us on certain SOP’s. The ultimate decision is made based on the rules rolled out by Regulation E Guidelines.
* The Final Conclusion is to complete the investigation and issued credit or deny credit to the customer and closed the claim, Financial Statement.
* Reporting and Quality Check.

**ADHOC Projects: DAT/CEDARS (PEGA) January 2022- Till date**

* Knocking off the RPM/RPAR entries with offset combined general ledgers entries, or clearing with corresponding loss policy/recovery GL’s.

**ACHIEVEMENTS**

* Got promoted as Senior Fraud & Claims Representative in 2021.
* Received Quality Champ and R-Cube Award.
* Awarded Top performer and Champion of role.
* Received corporate recognition-Shared success from reporting Manger/FLM.

**CORE SKILLS**

Multi-Tasking Decision-Making Collaboration

Quick Learner Adaptability Problem Solving

Team Work Active listening Time Management

**PERSONAL PROFILE**

**Name :** Valvanoor Goverdhan Arundathi

**Father’s Name :** V. Goverdhan (Late)

**Date of Birth :** 13th-Jan-1996

**Marital Status :** Un-Married

**Address**  **:** #H.NO:9-218, Jeedimetla, HYD-500055.

**DECLARATION**

I hereby declare that all the details provided are true to the best of my knowledge.

Place: Hyderabad

Date: