Sanskar Mishra

Transaction Risk Investigator

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Customer Care Associate Seeking a challenging and rewarding opportunity with an organization of repute that recognizes and utilizes my true potential while nurturing my analytical and technical skills. Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customDetail-oriented Transaction Risk Investigator with expertise in CTPS investigations and risk mitigation. Proven ability to research transactions, identify fraud patterns, and implement protective measures. Strong communicator with a background in providing exceptional customer service, resolving inquiries, and maintaining customer relationships. Skilled in collaborating with support teams, prioritizing tasks, and enhancing customer self-service capabilities. Committed to delivering high-quality solutions and achieving productivity and quality standards.r desires and providing customized solutions to build loyalty.

💼 Work History

2024-01 - Current

Transaction Risk Investigator

Amazon, Noida (Remote)

- Investigated suspicious activities and behaviors posing risks to Amazon or customers in global markets.
- Ensured high-quality decisions by applying CTPS standard operational procedures.
- Identified known fraud patterns, discovered new modus operandi trends, and took actions to minimize risks.
- Utilized a wide range of internet and in-house tools to research transactions and gather data for accurate decision-making.
- Took appropriate actions to identify and mitigate Amazon's financial, legal, and reputational risks.
- Maintained high levels of confidentiality and data security standards.
- Achieved weekly productivity and quality standards for investigations.
- Communicated via email and telephone with external and internal customers and financial institutions to make informed decisions about risk.
- Demonstrated excellent written and spoken English skills, providing grammatically correct, concise, and accurate written responses.
- Exhibited excellent interpersonal skills to communicate complex transactional issues correctly and clearly.
- Worked independently and made complex investigation decisions with little to no guidance.

- Analyzed problems logically and provided appropriate solutions based on situational needs.
- Maintained self-discipline, diligence, proactiveness, and attention to detail.
- Managed time effectively to ensure productivity and met departmental standards for time spent.

2020-06 - 2023-12

Customer Care Associate

Amazon Development Center India Pvt. Ltd, Noida (Remote)

- Provide exceptional customer service, demonstrating excellent communication, responsive follow-through, and advocacy for customer issues within internal departments.
- Exercise judgment within defined practices and procedures to resolve customer inquiries effectively.
- Collaborate closely with other support team members across all levels as needed to ensure a seamless customer service experience.
- Maintain strong customer relationships by promptly addressing their questions and concerns with speed and professionalism.
- Be accessible and readily available to assist multiple customers, ensuring their needs are met in a timely manner.
- Prioritize customer inquiries, clearly communicating rationale and timeframes to customers while ensuring their concerns are addressed.
- Contribute to the development of a knowledge base by suggesting articles that promote self-help for customers, enhancing their self-service capabilities.
- Receive and record incident-related information over the phone, chat, email, and other communication channels, utilizing a variety of tools and procedures.
- Collaborate closely with team members to resolve customer issues and proactively request enhancements for Amazon's products and services.
- Actively contribute to a growing knowledge network, sharing insights and best practices to improve the effectiveness of the customer support team and enhance the information available to customers.

Education

2016-08 - 2019-05

Bachelor Of Business Administration

Shri Ramswaroop Memorial University

2019-08 - 2020-05

Post Graduation: Banking &Finance

NIIT - Lucknow, India

Hobbies

- Playing Games
- Hiking
- Movies
- Cooking

Skills

Technical Support Expertise: 3+ years of technical support experience, proficient in resolving technical inquiries professionally.

Strong Technical Aptitude: Excellent analytical and troubleshooting skills for addressing technical issues.

Calm Under Pressure: Capable of maintaining self-control and defusing stressful customer situations.

Customer-Centric: Dedicated to providing exceptional customer service with a positive attitude.

Team Collaboration: Effective team player with the ability to work independently as well.

Effective Note-Taking: Skilled at documenting customer interactions and solutions accurately.

Ticketing Systems: Proficient in using ticketing systems to manage customer inquiries.

Multichannel Communication: Experienced in handling inbound calls, chats, and follow-up emails for customer service.