

# Rashi Chawhan

Process Associate

## Contact

**Address**

Pune, IN 411003

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## Skills

Fraud Detection

Creative problem solving

Analytical and Critical Thinking

Active Listening

Decision-Making

Problem-Solving

Attention to Detail

Dispute Resolution

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results. 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 customer desires, and providing customized solutions to build loyalty. Strong leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency. Uses independent decision-making skills and sound judgment to positively impact company success.

## Work History

2021-11 -  
2024-02

### Process Associate

*Tata Consultancy Services*

- Provided primary customer support to internal and external customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Reviewed new prospect KYC documents to meet requirements and determine business model risk.
- Evaluated success of fraud detection systems to identify areas for improvement.
- Tracked fraud cases and monitored trends to develop strategies for prevention.
- Implemented internal controls to maintain integrity and accuracy of financial records.
- Established and maintained positive working relationships with external law enforcement agencies to support fraud investigations.
- Performed Fraud investigation and provided customer support daily for over 25 claims to resolve the fraud and non- fraud dispute of the customer.

## Education

2018-05 -  
2021-05

### Bachelors of Commerce: Commerce

*City Premier College*