

S. YUVARAJ

Contact No: +91 90431 20155

Email-Id : krithiyonyuva258@gmail.com

Career Objective

Seeking a challenging position, where I can contribute my skills, talents and efforts to emerge into new technologies that encourages continuous learning and provides exposure to new ideas, which simulates professional and personal growth and help to function as an asset to the company.

Skill Set

- In-depth knowledge of banking disputes and basic banking activities.
- Team player, versatile, manageable, adaptable and an energetic worker.
- Skilled in prioritizing work and completing tasks with minimum supervision.
- Careful, precise free from error and always an eye on quality.
- System Proficiency: (MS- Word, MS- Excel)
- Quick Learner.
- Problem Solving & Decision Making.
- Research oriented thoughts.
- Ability to own-up responsibilities.
- Key motivator of the team.

Work Experience

Name of the Company	Designation	Location	From	To
Wells Fargo EGS(India) Private LTD	Senior fraud & claims operations representative	Chennai	August 2018	Till Date
Tata Consultancy Services	Process Associate	Chennai	October 2015	August 2018

Work History

Tata Consultancy Services:

Roles & Responsibilities

- Fraud Analysis and Dispute Management: Debit Card Frauds, Dispute cases and Write-offs, Chargeback.
- Identification of Fraudulent and Non Fraudulent transactions and Dispute case analysis.
- Monitor / Investigate customer Debit card accounts & dispute cases for fraudulent Activity account blocking, fraud and Non fraud dispute resolution.
- Interface with CITI North American officials / Fraud & Detection officer to service Customer needs in regards to fraud and dispute issues.
- Working directly with merchants and cardholders to resolve customer service Issues or fraudulent/unauthorized activities.

- Analyzing merchant and cardholder account transactions to identify abnormal Activity that may be fraudulent.
- Research account inquiries and reported fraud, escalate and alarm the officials to Prevent loss once abnormal activity or unauthorized usage / fraudulent Transaction has been determined to account blocking, Fraud and Non fraud Dispute resolution.

Wells Fargo EGS (India) Private LTD:

Roles & Responsibilities:

- Researching, investigating and analysing information by utilizing multiple online systems to make accurate decisions, completing entire process from receipt of claim to resolution and closure following Regulation E guidelines.
- Reviewing the Customer's Dispute and initiating appropriate Chargeback reason code comes under Fraud and Authorization dispute category in VISA.
- Issuing temporary or provisional credit to the Cardholder.
- Exceeding and overhauling the target continuously by showing remarkable growth per month.
- Managing the team while the Team Leader absence and Prepare daily performance report for all agents and the same will be shared to agents and the management.
- Preparation and handling of NSA report, CPH, Shrinkage report on daily &Monthly basis.
- Quality checking on the requested completed by the team.
- Analyze the queries & Maintain the error log, analyze the errors and Assist in reducing the errors to meet the SLA.

Achievements and Accomplishments

- Got nominated as a floor supporter and trained the new batch people & help them to learn what is required for their role.
- Creating of New techniques and strategy to make the work process error free, and build on integrity, reliability.
- Awarded **Raising Star** for the month of April 2019 in Wells Fargo.
- In the year 2021 Received **Process Excellence** for creating Consolidation Macro tool.

Project Details

- Suggested Macro for Order Media which results of reduction manual processing.
- Provide solution for avoid call-back to customer blocking cards for fraud transaction which results of FTE reduction.
- Designed a consolidate macro tool for payments process as per process owner requirement.
- Designed logsheet for various process based on the requirement.

Education Chronicle

Qualification	Year Of Passing	Institution	Percentage
Bachelor of Commerce	2015	R.K.M. Vivekananda College, Chennai	58.9%
H.Sc - (Commerce)	2012	P.A.K. Palanisamy Hr.Sec. School, Chennai.	83.6%
High School (Maths)	2010	C.S.I. Raj Gopal Hr.Sec. School, Chennai.	67.6%

Personal Details

Name: S. Yuvaraj

Gender: Male

Father's Name: R.Srinivasan

Nationality: Indian

Marital Status: Unmarried

Date of Birth: 08th March 1995

Present Address: No.13/27, 5th Street, Y.M.C.A. Kuppam, Tondairpet, Chennai.

Hobbies: Drawing, Surfing internet and listening music.

Languages Known: English, Tamil.

I do hereby declare that the particulars of information and facts stated herein above are true, correct and complete to the best of my knowledge and belief.

Place:

Yours Truly,

Date:

(S.YUVARAJ)