






Rojan David Clament

CONTACT

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SKILLS

- Problem-solving
- Communication skills
- Strategic Planning
- Team building
- Customer Service
- Investigations
- Inter-personal skills

LANGUAGES

English

Fluent

Hindi

Fluent

Malayalam

Native

Tamil

Fluent

PROFESSIONAL SUMMARY

Detail-oriented and organized Logistics Associate/Coordinator with 1 year of experience in optimizing supply chain operations and enhancing overall efficiency. Adept at coordinating shipments, managing inventory, and ensuring timely delivery of goods. Proven ability to analyze logistics data, streamline processes, and collaborate with cross-functional teams to resolve issues. Strong background in utilizing logistics software, maintaining accurate records, and adhering to regulatory compliance. Committed to delivering high-quality service and contributing to the achievement of organizational goals.

WORK HISTORY

FREIGHT COORDINATOR 10/2023 - Present
VIBRANT FREIGHT LLC - KARAMA, Dubai

- Responsible for working closely with carriers, shippers, and other stakeholders.
- Resolve any billing discrepancies or claims related to freight transportation.
- Ensure proper documentation of freight charges, including verifying rates negotiated with carriers, reconciling invoices against agreed-upon terms, and resolving any discrepancies in billing.
- Maintain records of insurance policies and certificates of insurance for shipments, ensuring that coverage is in place for all transported goods as required by company policy or contractual agreements.
- Generate reports on shipping activity, including volume trends, carrier performance metrics, and cost analysis, to support decision-making and continuous improvement initiatives within the organization.
- Assist in internal and external audits by providing requested documentation and ensuring that all records are accurate, up-to-date, and in compliance with regulatory requirements and industry standards.

SENIOR FRAUD ANALYST 10/2022 - 03/2023
NEWFOLD DIGITAL - BANGALORE, INDIA

- Quickly process new account signups using various tools, both internal and 3rd party, with the goal of determining if they are legitimate and preventing the approval of fraudulent purchases.
- Proactively works with accounts to recognize fraudulent activity and communicate fraud trends to the fraud team and management.
- Accurately communicate and assist customers with verifying their accounts as needed offering a great customer service to the customers.
- Complete daily and miscellaneous assigned tasks which may involve, but is not limited to fraud activity investigation outside of the normal workflow or processing reports using Microsoft Excel and other tools.
- responsible for new account purchase with the primary intention of preventing payment fraud by utilizing best judgement, while ensuring a positive, frictionless experience for legitimate customers. This also

includes, but is not limited to reviewing sign up information, verifying accounts and reviewing fraud and chargeback information.

FRAUD SPECIALIST

07/2021 - 10/2022

TCS (TATA CONSULTANCY SERVICES) - BANGALORE, INDIA

- Support banking transactions and work for Check Fraud Detection under Fraud Risk Operations, identifying the fraudulent activities of the customer depending on the report and the activity of the deposited account.
- Detecting fraudulent transactions on the debit cards and blocking the cards for further investigations.
- Responsible for handling the frequent queries of the bank on daily basis.
- File suspect cases on customer who are determined as fraud post investigation.
- Providing internal Quality Control support as required.
- Handling queries from onshore E-mail and clarify the teammates queries related to the process and handling the onshore process escalation.
- Responsible for analyzing the daily transactions of and finding Fraud in it.

FRAUD INVESTIGATOR

02/2019 - 07/2021

INFOSYS BPM LTD - BANGALORE, INDIA

- Identifying fraud and genuine transactions and sending out Fraud Confirmation Letters and keying Chargeback on the fraud transactions, calculating and refunding interest, representments, pre-arbitrations and keying 2nd chargebacks and compliance in VISA and Mastercard platform.
- Identifying fraudulent/suspicious activity in the account and gathering fraudster information.
- Maintained company specific pipeline tracking system (help file) throughout the UK Fraud back office process.
- Accepting or declining the applications based on the outcome of the investigation and re-directing to UK for further investigation if necessary.
- Checking the customers payment ability and credit history to check his/her ability to borrow.
- Verifying personal documents such as Passport, Driver's License, Bank Statements etc.
- Maintain fraud analysis model to improve efficiency and effectiveness of company systems.
- Ensure confidentiality of all information collecting during investigations.
- Determining existing fraud trends by analyzing accounts and transaction patterns.
- Identify system improvements to prevent fraudulent activities.

EDUCATION

MASTERS OF BUSINESS ADMINISTRATION: HR AND MARKETING, 05/2016 – 06/2018

JAWAHARLAL BUSINESS SCHOOL - INDIA

BACHELOR OF COMMERCE : PROFESSIONAL ACCOUNTING, 06/2013 – 03/2016

NEHRU ARTS AND SCIENCE COLLEGE - INDIA

HOBBIES AND INTEREST

- FOOTBALL
- MUSIC
- TRAVELLING
- FITNESS

DECLARATION

I hereby declare that the above given information are true and to the best of my knowledge.

Date:

Place:

Rojan David Clament