

# Aneesh Mahajan

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## Fraud Analyst

Experienced professional with 6+ years in security, fraud analysis, and data governance. Skilled in client communication, risk management, and policy adherence. Recognized for resolving 100+ fraud cases weekly, minimizing financial losses. Ready to leverage expertise to drive results in a new role in 2 years.

## WORK EXPERIENCE

### CIBC

10/2022 - 08/2024

#### Dispute and Fraud Analyst • Toronto, Ontario, Canada

- Resolve problems as the first point of contact in a friendly and helpful manner. Identify, analyze, and conduct investigations of client transactions to help identify possible fraud or unusual activity.
- Educate & provide advice to clients to meet their immediate security needs and provide tailored solutions to protect them and prevent fraud losses
- Prioritize and process customer requests (i.e. inquiries, transactions, case-work) in a timely and efficient manner; and execute routine tasks such as service requests, transactions, queries etc. within relevant service-level agreements
- Help desk in decisioning and reporting of activity that indicated an exposure to financial crimes thereby minimizing Fraud risk and losses by adhering to the Bank's policy, procedures, and key controls
- Developed and implemented process improvements that enhanced customer service efficiency by 10% within 6 months, leveraging data analysis and stakeholder feedback.

### CAA South Central Ontario

07/2022 - 10/2022

#### Sales Advisor • Toronto, Ontario, Canada

- Provide exceptional customer service while meeting and exceeding all internal quality standards and KPI's (Key Performance Indicators)
- Responsible for receiving inbound telephone inquiries and concerns from our members and resolving issues
- Navigating through our various systems to facilitate the resolution of member requests

### Logixx Security Inc.

12/2020 - 07/2022

#### Security Supervisor • Toronto, Ontario, Canada

- Conducted regular security audits and assessments to identify potential security risks and vulnerabilities.
- Analyzed and investigated incidents alongside functional management and security supervisors.

### G4S

02/2020 - 01/2022

#### Operational support officer • Mississauga, ON, Canada

- Answered 100 calls per 8 hours to answer customer questions
- Automated office operations, managing client correspondence, record tracking and data communications in database and case management software

### PwC India

07/2018 - 12/2018

#### Senior Analyst • Delhi, India

- Developed and implemented data governance policies and procedures.
- Identified and resolved problems through root cause analysis and research.
- Created dashboards to monitor and track key performance indicators.

## EDUCATION

### Bachelors of Science in Computer Science

University of the People • Pasadena, California, USA

04/2025 - 04/2028

**Post Graduate Diploma in International Business**

Lambton College

01/2019 – 12/2021

Skills: Business Requirements

**Bachelor of Commerce (BCom) in Professional**

Punjab Technical University

01/2015 – 12/2018

CERTIFICATIONS

**Google Data Analytics Specialization**

Coursera

10/2023 – Present

VOLUNTEERING & LEADERSHIP

**York Region Educational Services**

Program Manager Assistant

09/2023 – 09/2024

- Define the scope of the project in collaboration with senior management.
- Create a detailed work plan which identifies and sequences the activities needed to complete the project successfully.
- Determine the resources (time, money, equipment) required to complete the project.
- Develop a schedule for project completion that effectively allocates the resources to the activities.

SKILLS

- Customer Service
- Data Visualization

**Customer Service Skills**

- Ability to prioritize
- Collaborative
- Communication Skills
- Customer service Skills
- Decision-making
- Documentation
- Fraud Detection
- Quality Improvement
- Service desk
- Team Oriented
- Written Communication

**Soft Skills**

- Create and maintain
- Innovative
- Organizational Skills
- Structured Thinking

**Technical Skills**

- AWS
- Computer systems
- Google Cloud
- Microsoft 365
- Microsoft PowerPoint
- Microsoft Word
- Pivot Tables
- RDBMS
- R Markdown
- R (Programming Language)
- RStudio
- Spreadsheet
- SQL
- Tableau
- Technical Support
- Troubleshooting
- Vlookup