**JAGAN**  **Email id**: [jagan.375221@2freemail.com](mailto:jagan.375221@2freemail.com)

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**OBJECTIVE:**

To work in a professional environment with the aim to associate with the organization that provides me an opportunity to prove my skills and improve knowledge with latest trend and to be the part of the team towards the growth of the organization.

**WORK EXPERIENCE: 4** years of experience in Disputes (Chargeback F&A) in Wipro Ltd Sears DCC as Senior Officer.

**JOB PROFILE:**

* Working in Dispute Resolution team as a quality SPOC.
* Dealing with the credit card providers who issues credit cards to customer and resolving the customer’s disputes.
* Minimizing the loss by reducing the chargeback happening to the stores and by doing reversals.
* Conducting training programs for improving the quality for the team and for the new joiners.
* Doing internal audit for the team & conduct quality meetings.
* Approving the completed cases worked by associates before it routed to next level.

**Roles & Responsibilities:**

**Dispute Resolution:**

* Handling credit card dispute resolutions, resolves dispute with credit card providers like Amex, Discover, PayPal, Sears card, Omni pay, Barclays Card and Visa/Master.
* Resolving the dispute of customers on behalf of store in a timely manner and given an appropriate solution.
* Processing compliant notifications to avoid Chargeback.
* Handling direct chargeback from card providers and try to reverse the loss for store by providing valid documentations
* By avoiding charge back, have given savings to Sears of $50 for some other related disputes.

**Additional Roles and Responsibility:**

* Giving process training on Retrieval, Disputes & Chargeback cycle to new associates
* Mentored as performed well I got excellent appreciation & gained trust of my leads by giving more queue to handle separately.
* Mentored more than 8 people & they are also performed well and get appreciation from leads by doing maximum cases with good accuracy.
* Doing audit report for the trainee’s & giving them proper guidance to achieve good accuracy.
* Conducting quality meeting & training for the associates.
* Doing approvals for team & guiding them to achieve the good accuracy & to avoid error both in external & internal.
* Supported the Manager in a project for improving the Accuracy of the team. Trained team to achieve 100% Quality on regular basis.
* Designing and modeling using process by PPT.
* Barclay’s card chargeback handled individually.

**Academic:**

* Passed Bachelor of Commerce (B.Com CS) from D.G.Vaishnav College of arts and science. Chennai in 2013.
* Passed 12th Class (HSLC), from St.Joesph higher secondary school in 2010. Chennai
* Passed 10th Class (SSLC), from St.Joesph higher secondary school in 2008. Chennai.

**Strengths:**

* Confident
* Competitive and Flexible
* Smart Worker and Quick Learner

**Personal profile:**

**Date of Birth :** 28.03.1992

**Nationality :** Indian

**Gender :** Male

**Marital Status :** Single

**Languages Known :** English, Tamil

**DECLARATION:**

I hereby, declare that the above information is true to the best of my knowledge.

**Date: Yours truly,**

**Place: Chennai (Jagan )**