**Tony**

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**Professional summary**

I am subject matter expertise in Fraud Investigations and Risk analysis gained through ground up professional growth at Amazon, the largest E –commerce Giant for almost 3 years. Filling the gap in terms of Identity risk and fraud risk and working with internal group and develop relevant real time solutions on how to manage suspicious transaction, Fraud risk and any kind of risk associated with transaction.

I have 2.6 years of successful track record with Deutsche Bank on FX markets, TMPG Operations, reconciliation on post settled trades and securities. Expertise on Daily operations, Investigation, Bank reconciliation, control and managing all of the non-client facing tasks within the Global Settlement Group of London, New York and Frankfurt and also have worked in Global payment processing environment during my tenure in Interest and Claims for the late settlement of securities and fails.

Below is my detailed Work History and are as follows:

**Deutsche Bank**: **Analyst** – **7thOct 2013 to 14th march 2016**

 **Reconciliation for FX product, Intersystem, TLM reconciliation, Interest and claims:**

* Investigating, Reconciliation and control, managing all of the non-client facing tasks within the Global Derivatives Settlement Group for London, New York and Frankfurt.
* Working on Inter-system, Front Office to Back Office (FOBO), Back office to General Ledger (BOGL) and Wash reconciliations, transaction reporting and balance sheet substantiation.
* Ensuring Front Office Risk Engine and Back Office settlement system are in line for risk and settlement.
* Clearing exceptions and ensuring integrity between the two systems for both LDN and Frankfurt Rates business.
* Allocating & escalating the exceptions to the right owners for the resolution.
* Resolving of all exceptions identified in the particular application between Front office (Ifaces) and Middle office (Ledgers).
* Worked on various suspense accounts and resolve any items that fall under suspense accounts.
* Sending out daily and monthly reports accordingly to stakeholders.
* Interacting with concerned agent banks to resolve the exceptions.
* Getting into phone calls to keep update the stakeholders informed of the latest updates on each reconciliation regards to Rates and Credits business
* Trained on settlements mainly on trade level for the evaluation of Trade and the interest to be paid.
* Confirmation from client via mail or phone with necessary SSI to ensure accurate on timely payment.

**Interest and claims: Payment on securities and accepting funds on bank’s behalf. Extensive exposure to global payment processing environment**

* External client interaction for the claims to resolve.
* Negotiation to external clients on payable and receivable.
* Booking funds to client and confirming receipts.
* Communicating to Trader and sales person involve in the trade for the validation of trade.
* Expertise in various Quality Management initiatives like process improvement plan, managing incident, problem and change management efficiently.
* Efficient organizer, motivator, team player and a decisive leader with the ability to motivate teams to excel and win.
* Review accurately the details of the Customer that is provided and updated in the bank which helps in understanding the Customer.
* Request and collect details that are missing to the Onshore team (Banker) and have them updated within the stipulated time in the systems to close the review of a Customer.

**Amazon .com 28th march to Nov 27th 2018**

**Position: Fraud Risk specialist L3**

* Helping seller on improving their sales.
* Identifying the fraud pattern and analyzing the account.
* Working in association with the teams across INDIA and USA to have a calibrated, de-risking solutions.
* Verify payments processing signs of fraud via payment mode, account takeovers.
* Identifying the suspicious event on the account.
* Performance manager to large scale merchants.
* Was assigned to million-dollar premium sellers as performance manager.
* Regular communication to the million-dollar merchants giving them accounts review and trends.
* Evaluating the accounts trends of a large-scale merchant.
* Product Quality analysis and risk factor of a merchant and giving them overview.
* Enforcing the accounts of merchants (Suspend, blocking the accounts).
* Defining SOPs, metrics and AHT for the disputes(claims) in the team.

**PROJECTS**

**TRMS Virtual**: The project main objective was to work from off location with the same effectiveness just like in office. Despite multiple challenges the project was launched successfully. Now Virtual project is successfully functioning under a one of its cost centre. It is one the most cost centric project Amazon has ever launched.

**PPS - Premium performance support**: The Project was to protect and support high net worth clients which are based in US. A direct interfacing process with million dollar merchants with calls and emails where we called ourselves a performance managers and acts as a relationship manager basically guiding through their accounts, any policy related issue and giving them account review, trending risk associated with account and helping to prevent them. The project was Seattle based and was very successful currently it is being adopted by EU and other Orgs.

**TECHNICAL SKILLS**

* Proficient with Microsoft Excel.
* Proficient with MS Office tools.
* Excellent Communication with Excellent inter-personal skills.
* Effective time management skills.
* Accurate and self-motivated with good problem-solving skills and project management skills.
* Hard working adaptability and dedication.
* Strong Team player and hard worker.

**EDUCATION AND COURSES ATTENDED**

* 2013 – BCOM (ST JOSEPHS COLLEGE DARJEELING)
* 2013 – ADVANCE DIPLPOMA IN FINANCILA ACCOUNTIN

**PERSONAL DETAILS**

Date of Birth: 10th Aug 1988

Language: English, Hind and Nepali

Marital Status: Single