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**ASHU**

**B.Tech, Mechanical Engineering**

E-mail : ashu-395597@gulfjobseeker.com

**CAREER OBJECTIVE**

To work in a firm with a professional work driven environment where I can utilize and apply my knowledge, skills which would enable me to grow while fulfilling organizational goals.

**WORK EXPERIENCE**

Working as Fraud Analyst from Aug 2019.

* Monitor real time wallets and identify high risk transactions within the business portfolio.
* Observe customer transactions to identify fraudulent activity such as account take over, friendly fraud, theft and similar other risks.
* Identify fraudulent transactions and block the wallets for further processing.
* Determine existing fraud trends by analyzing accounts and transaction patterns.
* Resolve queries from Banks, Customers and Police and providing them the Beneficiary details and service usages of the fraudulent transactions.
* Recommend anti-fraud processes for changing transaction patterns and trends.
* Generate suspicious activity reports and risk management reports for Managers.

Worked as Privilege Banker (Deputy Manager 1) in ICICI Bank Ltd from May 2019 to Aug 2019.

* Distinction of heading Branch Operations with compliance and as per guidelines of RBI.
* Steered the channelization of both asset as well as liability products.
* Successfully administered the cash operations both as maker as well as Verifier.
* Ensured effective clearing operations at branch level and handled branch audit, health, compliance & safety.
* Playing a vital role in selling liability product like savings and current account.

Worked as Operation Executive in Max Life Insurance Co Ltd in Group Business department from October 2017 to May 2019

* Issuing New Business and Renewal policies of Pan India in Group Asia System.
* Regular follow up with Sales Manager regarding policy documents.
* Follow up with underwriting team, so that policy can be issued within TAT.
* Checking all documents received from Sales Manager thoroughly and raising discrepancy.
* QC of policy pack generated by system and sharing it with client or broker.

Worked as Client Care Executive in Bajaj Capital Insurance Broking Ltd from October 2015 to October 2017.

* Reminding customers about their renewal date and clearing doubt about the policy if any.
* Informing about new product if they are interested.
* Handling Inbound calls and clearing customer queries.
* Maintaining customer policy details in excel sheet for followup.
* Doing compliance call to new customers to veriy their personal and policy details.

**BASIC ACADEMIC CREDENTIALS**

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| --- | --- | --- | --- |
| **Qualification** | **Board/University** | **Year** | **Percentage** |
| B.Tech(Mechanical Engineering) | Manav Bharti University [Himachal Pradesh] | 2011-2015 | 63 |
| 12th | CBSE[St Johns School, Thumpamon] | 2011 | 69 |
| 10th | CBSE [St Johns School, Thumpamon] | 2009 | 73 |

**TECHNICAL SKILLS**

* Microsoft Office Word, Microsoft Office Excel, Microsoft Office Power Point.
* Design software : AutoCAD 2D

**EXTRA CURRICULAR ACTIVITIES**

* National Service Scheme Member
* Bike Riding

**INTERPERSONAL SKILL**

* Good communication, collaboration and interpersonal skills with proficiency in grasping new technical concepts quickly and utilizing them in an effective manner.
* Confident and determined.
* Ability to cope up with different situations and hard working.
* Ability to rapidly build relationship and set up trust.
* Ability to work in a team with others to find a mutually agreeable outcome.
* Good listening, verbal and written communication skills.
* Friendly and pleasant character.

**PERSONAL DETAILS**

* Date of Birth : 27th July 1993
* Language Known : English, Malayalam, Hindi
* Marital Status : Married
* Religion and Caste : Hindu, Ezhava
* Nationality : Indian
* Interest & Hobbies : Travelling, Reading, Cricket, Badminton

Date of passport issued : 25/08/2015

Date of passport expiry : 24/08/2025

**DECLARATION**

Hereby I am assuring that the above furnished information is correct and true to best of my knowledge. Once again I assure you that, if you give me a chance to work in your concern, I will wholeheartedly do my duties to the satisfaction of my superiors

 **ASHU**

**Place: New Delhi**

**Date:**