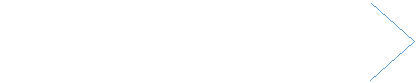
**DALIP**



|  |  |
| --- | --- |
| **Professional Profile** | **CUSTOMER SERVICE AGENT IN FRAUD DEPARTMENT** |
|  |  |

Actively seeking a customer service position where I can optimize my problem-solving and organizational skills to contribute to increasing customer satisfaction. Strong multitasking skills and fast learning ability ensure quick contribution to your customer service team.

**SUMMARY**



Enthusiastic customer service professional with over 7years of experience working as a customer service agent. Skilled communicator and listener, maintain the highest level of integrity, energy, dedicated to providing reliable and friendly service without ever compromising the reputation of the organization. A highly self-motivated individual, a team player who can successfully inspire colleagues.

**CORE COMPETENCIES**



|  |  |  |
| --- | --- | --- |
| ⋄ Customer Service | ⋄ Loss Prevention | ⋄ Bill Explanation |
| ⋄ Investigation | ⋄ Analysis |  |
| ⋄ Fraud Trends | ⋄ Transactions Review |  |
| ⋄ Adaptability | ⋄ Soft Skills |  |
| ⋄ Negotiation | ⋄ Risk Assessment |  |
| ⋄ Analysis | ⋄ Problem Solving |  |
|  | **CAREER GLIMPSES** | |
|  |  |  |
| **India, Gurugram.** |  |  |
| **Collection Customer Service Agent** | | **Aug’19 -** |
| **Feb’20** |  |  |



* Handle customers complaint, providing appropriate solutions and alternatives.
* Pitch for payment over the phone, process payments and refunds.
* Offer payment plans to the customer as per the status and need of a customer.
* Resolving billings and customer credit issues.

**Fareportal, New Delhi**

**Senior Fraud Analyst in Credit Card Department** **Apr’16** **-**

**Apr’18**



* Monitor real time queues 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 cancel them from further processing.
* Resolve queued transactions within the service level agreements to reduce potential revenue losses.
* Interact with banks and customers to validate information and to confirm or cancel authorizations.
* Resolve customer issues within the scope of existing service level agreements.
* Monitor constantly customer and transactional records to identify unauthorized transactions and fraudulent accounts.
* Determine existing fraud trends by analyzing accounts and transaction patterns.

**Genpact India** **Dec’2010 – Oct’2015**

* Handle customers complaint, providing appropriate solutions and alternatives.
* Pitch for payment over the phone, process payments and refunds.
* Offer payment plans to the customer as per the status and need of a customer.
* Resolving billings and customer credit issues.

**ACADEMIC CREDENTIALS**



**2016 : Bachelor of Business Administration,** Intellectual Institute of Management & Technology, NewDelhi.



**IT SKILLS**



* Advance Excel from NIIT
* Trained on Amadeus.

**PERSONAL DOSSIER**

|  |  |  |
| --- | --- | --- |
| **Date of Birth** | **:** 17thMarch, 1987. | |
| **Languages Known** | | **:** English, and Hindi. |

Email : [dalip-397060@gulfjobseeker.com](mailto:dalip-397060@gulfjobseeker.com)

I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>