



PROFILE

Five+ years of experience in handling emails and chats as a customer support representative and fraud analyst with attention to detail.

I'm looking for a chance to use my operational expertise and in-depth understanding of customer service to grow business operations at your organization.

Outstanding history of providing high-quality support services; throughout the last two years, the quality score has consistently been 99 or above.

CONTACT

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+91-7503 401173

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HOBBIES

Content Creation
Photography
Fitness & Yoga
Traveling
Social work
(volunteering for Kutumb Foundation)

RAMESH

Fraud Investigations Analyst

EDUCATION

Symbiosis Centre for Distance Learning, Pune
Post Graduate Diploma in Business Administration (MBA)
07/2016 – 06/2019
Completed PGDBA in operations in 1st division (6.5 CGPA)

Ambedkar University, Delhi
Bachelor of Social Science and Humanities honors
08/2013 – 06/2016
Completed graduation with 5.96 CGPA

WORK EXPERIENCE

iEnergizer | Senior Executive Operations

11/2018 – Present [Roblox Gaming]

As a fraud analyst I am responsible for detecting and preventing fraudulent activities within organizations.

My main responsibilities and tasks are as follows:

- **Data Analysis:** As a fraud analyst, I analyze large volumes of data to identify patterns, trends, and anomalies that could indicate fraudulent activities.
- **Monitoring Transactions:** I continuously monitor financial transactions and flag transactions that deviate from established patterns, such as unusual purchase amounts, frequency, or locations.
- **Investigating Incidents:** When potential fraud is detected, I conduct in-depth investigations to verify the authenticity of the transactions.
- **Reporting and Documentation:** I also prepare detailed reports documenting my findings, investigations, and actions taken.
- **Customer support:** I am also providing technical, billing & account related support to the customers, guide them through the resolution process, and work to restore their trust in the organization.

AntraaDotCom | E-Commerce Specialist and Business Coordinator

07/2013 – 11/2018

I was responsible for checking that a company's products meet expected quality standards and distribution of products & services.

My main responsibilities and tasks were as follows:

SKILLS

Customer support



Time Management



MS Office



Visual Documentation



Communication



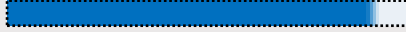
Creativity



Teamwork & Leadership



Adobe



- **Managing E-commerce Platforms:** Oversaw the company's online sales channels, including the website, mobile app, and online marketplaces such as Amazon and Flipkart.
- **Content Management:** I was responsible for creating and managing content for the company's online sales channels, including product listings, images, and descriptions. I was also involved in the development of multimedia content such as videos and product demos to enhance the online shopping experience.
- **Developing E-commerce Strategy:** I was also responsible for developing and executing a comprehensive e-commerce strategy aligned with the company's overall business objectives. This includes setting sales targets, identifying target markets, and determining pricing and promotional strategies to drive online sales growth.
- **Inventory Management and Fulfillment:** I worked closely with inventory management and fulfillment teams to ensure that products were in stock and available for purchase online. I was also overseeing order fulfillment processes, including shipping and delivery, to ensure timely and accurate order processing.

Visions DIS | Catalogue Analyst

04/2013–07/2013

- I oversaw and managed the organization's product catalog.
- This role is integral to businesses that rely on accurate, detailed, and optimized product catalogs, such as e-commerce platforms, retail businesses, and companies with extensive product lines.

AWARDS & ACHIEVEMENTS

- ✓ Exponential Education Scholarship winner 2010
- ✓ Science Congress Scholarship 2009-2012
- ✓ Indira Award Winner 2011
- ✓ Fakhruddin Memorial Award
- ✓ Geography Academy Award