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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **ABHISHEK**  **ANAND**     |  |  | | --- | --- | |  | a.anand.anand707@gmail.com | |  | +91-8210127386 | |  | New Delhi | | | **Technical Skills**   * Machine Learning * Python * SQL * MS-Excel * Tableau   **Education**  West Bengal University Of Technology  08/2016  *Bachelor Of Technology*: Information Technology  Jawahar Navodaya Vidyalaya  05/2012  *Higher Secondary*  DAV Public School  05/2010  **Certification**  Certified **Artificial Intelligence Engineer** (Simplilearn)  **Awards**   * **People's Choice Award** (Dec 2017) for Peer Recognition * **Sherlock Award** (Apr 2018) for Maintaining Best Quality in Investigations * **Investigator of the Week** for best in class investigation, maintaining quality and quantity   **Most Proud Of**   * **Team Work** Collaboration,Delegation,Goal Setting , Group Leadership * **Ownership** Taking Initiative, Problem Resolution   **Personal Skills**   * Self-Motivation * Communication * Decision Maker * Leadership   **Languages**   * English * Hindi * Bengali | | |  | | --- | | **Professional Summary**  Experienced Fraud & Quality Analyst touting 3.8 years of expertise investigating suspicious activity for e-commerce company. Skilled in multiple aspects of Transaction Risk Management Services including Fraud Investigations, Pattern Identification & Prevention. Enthusiastic AI Engineer eager to contribute to team success through hard work, attention to details and excellent organizational skills. Clear understanding of Machine Learning, Deep Learning, Natural Language Processing and Python programming ,Data Analytics and training in Artificial Intelligence. Motivated to learn, grow and excel in the competitive environment. Looking for Transition in the field of AI/ML. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits. Promoting exemplary skills in project management, analytics and fraud pattern detection. | | **Work History**  Amazon Development Center (India) Pvt Ltd - Risk Investigator  Hyderabad 07/2016 - 10/2019   * Responsible for wide range of duties related to Analysis and elimination of suspicious Financial activity (E-commerce) across multiple jurisdictions and countries. * Ensuring high quality decision by applying TRMS standard operational procedures. * Identifying known fraud patterns, discovering new modus operandi trends and taking necessary actions to minimize risks. * Communicating via email and telephone with external and internal customers and Financial institutions to make informed decisions about risk. * Collaborating with different teams to improve customer experience and Initiating different projects for fraud reduction & process improvement. * Produced and filed reports every Month to inform senior management of current activities and progress with investigations. * Looked at current and new merchants and individual sales to evaluate fraud, chargeback and compliance risks. * Developed, deployed and enhanced procedures to reduce institution's exposure to fraud. * Performed in-depth research and investigations and recommended strategies to resolve problems and prevent further concerns. * Completed statistical reviews to uncover trends, patterns and variations. * Increased customer satisfaction by resolving SOP issues. * Coaching New Hire Batches   Infoedge India Ltd - Senior Executive  Noida 10/2019 - 04/2020   * Screening of Jobs Posted on Naukri.com * Identify potential Spam Jobs. * Streamlined operations to maximize business efficiency and profits.   **Projects**  **Credit Card Fraud Detection (AI Certification Project)**  Aim-To build a Model that can detect credit card fraudulent transactions  Language - Python Technologies/Skills -EDA, Logistic Regression,Naive Bayes,ANN,Decision Tree  **Queue Volume Reduction**  Identified spam pattern in incoming contacts a bot attack and worked with Program Analyst to create an automation using javascript to remove the Spam Contacts in bulk from the queue which helped in reducing the backlog and also improved SLA.  **SOP Modification**  Worked on the modification of Chargeback Queue and RTS Queue which helped retain customer centricity  **Defect Audits**  Performed quality Audits on multiple defects received by the email team and came up with certain Root Cause Analysis (RCAs) to curb the occurrence of defects. Also, helped the management with streamlining the quality metrics by identifying and highlighting false positives. Application of Six Sigma and Lean Methodology to improve efficiency and reduce redundancy.  **Mentoring**  Mentored a teammate who was on development plan due to dip in his productivity. Provided insights into quick and qualitative investigations. Implemented an 8 – week glide path successfully. The investigator is performing well as of now. Received appreciation from senior Management. | |

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