

DIPESH SHAHU MHASKE

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PROFILE SUMMARY

- Offering over 6.5 years of experience as Fraud analyst in Accenture
- Experience in preparing all reports and handling backend activities smoothly
- Possess motivational management style with a record of being able to deliver positive results independently

CAREER OBJECTIVE

I am looking ahead to work in a professional, growth-oriented organization, where in one can make significant contribution to the success of the organization. Seeking a position that involves creativity, challenges and that provides me, an opportunity to constantly strive to explore, innovate & excel in attaining organizational and my individual goals. A consistently dependable team player.

STRENGTH & SKILLS

Good analytical, interpersonal, communication & listening skills coupled with dedication and sincerity towards the assigned job.

EDUCATION BACKGROUND

Course / Degree	Institute / Board	Year of Passing
B.Com	Mumbai University	2013
H.S.C	Maharashtra Board	2008
S.S.C	Maharashtra Board	2006

EXTRA QUALIFICATIONS

* Complete knowledge of computer operating system – MS Word, MS Excel, PowerPoint and Internet

EXPERIENCE

- Working with Accenture Pvt Ltd from 23rd Jan 2014 to 5th August 2020

STRENGTHS & SKILLS

- Working independently, effectively and managing time
- Learning, utilizing and multitasking across a variety of platforms
- Communicating effectively with internal leadership to identify key points and propose solutions



KEY RESPONSIBILITIES

Role : Subject Matter Expert (SME) KYC (E-commerce) In Fraud Prevention

Fraud Associate

- Worked for fraud que as a Fraud Associate in Block User Review
- Ensuring customers consistently receive friendly and helpful service on Wish
- Identifying and analysing issues, patterns and trends in customer requests & product performance
- Achieving daily goals of solving tickets without compromising the customer experience
- Analysed the day to day customer transactions with their shopping history in order to filter and remove all the possible threats and fraud malpractices
- Reviewing the cases from top to end for better understanding and protecting customer accounts from threats and hacks

EXTRA

- Monitoring & reporting on standards & performance targets.
- Arranging & chairing weekly team meetings, focusing on targets & achievements.
- Assigning daily work allocation file.
- Verifying Teams Error and disputing with QA & Help to improve Team Quality.
- Making roster for Teams & maintain Leave Tracker and week-off.
- Sharing client process updates & Product knowledge Test.
- Team Handling in the absence of Team Leader.
- Sharing weekly Quality Score in the teams & taking Team Huddle for Quality Score
- Fun Friday for Activities for Teams (Games for Teams- any fun activity for teams)

LANGUAGES KNOWN

English, Hindi, Marathi (Speak, Read, Write).

HOBBIES

Music, reading & sports

Marital Status: Married

Date of birth: 31st May 1989

