

RESUME

PERSONAL DETAILS:

Name: Puja Chanda
Date of birth: 07 September 1990
Language Known: English, Hindi, Gujarati, Bengali
Nationality: Indian
Gender: Female
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Address: C57, Krushnadeep Society, B/H Petrofils Busstop, Undera, Vadodara

OBJECTIVE:

To give my level best commitment to every work I am assigned.

Well in co-ordinate to propel the firm to rapid growth.

EDUCATIONAL QUALIFICATIONS:

DEGREE	NAME OF INSTITUTE	UNIVERSITY/ BOARD	YEAR OF PASSING	PERCENTAGE SECURE
Class 10	Gujarat Refinery English Medium School	GSEB	2007	77%
Class 12 (PCM)	Gujarat Refinery English Medium School	GHSEB	2009	56%
BE : Electronics and Communications	Sigma Institute of Engineering	GTU	2013	CPI:7.4 SPI:8.2 CGPI: 7.22

Workshop & Seminars:

- Appeared for Pre-Senior General Knowledge Test conducted by UNITED SCHOOLS ORGANISATION OF INDIA.
- Participated in the Workshop on “TRAINING PRACTICES FOR MICROCONTROLLER AND INTERFACING”.
- Prepared an Industrial Project on “TOUCH SCREEN MOBILE PHONE USING CONTROLLER ARM7”.

COMPUTER SKILLS:

- Operating System: Windows XP
- Language: C
- Others: MS Office (Excel, Word, Power point) and Internet

HOBBIES & INTEREST:

- Listening to music, learning new things, interacting with people and making new friends.
- SOFT SKILLS:
- Flexible in undertaken situation.

KEY SKILLS:

- Good explanations skills.
- Fast Learner.
- Strong problem solving ability.
- Good communication skills.
- Good listener.
- Have a quality of adopting new projects as well as responsibilities.
- Good knowledge of data security standard regulations and payment card industry
- Possess good logical thinking, analytical and problem solving skills
- Knowledge of law enforcement with strong work ethics
- Highly proficient in network security controls and communication protocols
- Attention to detail with good time management and organizational skills
- Ability to work under pressure and handle multiple tasks

Professional experience:

Currently working in Motif Infotech, Ahmedabad as a CCR. (Since December 2016 till present under Trust and Safety Department.

- Handling chargeback department for a reputed E-Commerce company.
- Interacting with users to determine their complaints regarding unauthorized credit card transactions
- Performing the tasks of monitoring and reviewing transaction data and electronic account to prevent possible fraud with stolen credit cards.
- Working in Coupon cash out or referral frauds, Campaign Abuse fraud, friendly frauds, fake inventory etc.
- Develop and tracking key portfolio indicators like Dashboards, Activity logs, Fraud Trace and Triggers for identifying potential fraud threats and process defects
- Using automated or other systems to verify clients and verify received information.
- Monitoring high alert accounts to identify possible fraudulent activities and suspected transactions
- Analyzing trends and maintaining proper record of suspicious activities
- Dealing with High-Risk Disputes which involves High Dollar Amount and Premier Customers
- Compliance with MasterCard and VISA time frames for disputes processing.
- Answering Customer queries regarding disputes also helping in Resolution Centers
- Ensuring customer satisfaction is maintained in the face of cardholder dispute settlements.

Declaration:

I hereby declare that the above mentioned information is correct up to my knowledge and I bear responsibility for correctness of the above mentioned particulars.

-Puja Chanda