Sonali Pundir

Fraud Analyst

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Motivated Fraud Analyst touting four years of expertise investigating suspicious activity for Barclays company. Knowledgeable resource committed to finding answers and working with clients and interdepartmental personnel. Promoting exemplary skills in project management, analytics and fraud pattern detection. Relentless professional known for working hard to determine risk levels. A well-spoken Fraud Analyst promoting exemplary talents in reviewing accounts and identifying issues. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level Fraud Analyst position. Ready to help team achieve company goals.

Skills

- Fraud detection

- Effective communication

- Procedure review

- Detection models

- Training and Development

- Multitasking Abilities

Work History

Jul 2017 - May 2019

Customer Service Representative

Amazon , Noida

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Updated account information to maintain customer records.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.

- Provided primary customer support to internal and external customers.
- Responded to customer requests for products, services, and company information.

May 2019 - Oct 2020   Personal Banker

Barclays Bank, Noida

- Answered customer questions and explained available services such as deposit accounts, bonds, and securities.
- Processed customer requests for statements, ordering additional checks, and updating customer personal information in database.
- Monitored customer accounts to detect irregularities or suspicious activity.
- Followed up with customers to gather feedback and provide additional assistance.
- Presented new and additional products and services to existing customers.
- Responded to customer inquiries regarding new accounts and account services.
- Explained account terms and conditions to customers.
- Verified customer identity and reviewed documentation for accuracy.
- Tracked and processed customer account requests and applications.

Oct 2020 - Oct 2023   Fraud Analyst

Barclays Bank, Noida

- Tracked fraud cases and monitored trends to develop strategies for prevention.
- Evaluated customer data to identify and prevent fraudulent activities.
- Evaluated success of fraud detection systems to identify areas for improvement.
- Collaborated with team members to discuss fraud trends and brainstorm methods to combat this type of crime.
- Reviewed transactions and receipts to identify any suspicious activity.
- Developed and implemented procedures to detect and prevent fraud.
- Reviewed reports and individual transactions which appeared suspicious to uncover possible fraudulent activity.

Education

Jun 2014 - Jun 2017   Bachelors In Computer Applications : Computer Applications

Institute of Technology And Management - Dehradun

Mar 2009 - May 2013   High School : Major in All Subjects

Convent of Jesus And Mary Hampton Court - Mussoorie

Jun 2013 - Jun 2014   High School : PCM

Central School of Tibetans - Mussoorie