

# Ritu Raj

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## OBJECTIVE:

Looking forward to working with a reputed organization that will help me learn, grow and contribute to the success of the organization.

## EXPERIENCE:

### **AXA BUSINESS SERVICES, Bangalore (March 2018- till date)**

Title: Associate Axa Operations (German Language)

#### Job Description:

- Responding to emails and queries of the customers. (German / English).
- Addressing insurance related customer concerns (German / English).
- Helping customers by informing them of the policies related to insurance of their property, pets and buildings. (German / English)
- Documentation of customer insurance policies related to property, pets, and buildings. (German / English)

*Took a Study Break from September 2016 till Feb 2018 in order to appear for JNU SIS examination.*

### **AMAZON INDIA PVT LTD, Hyderabad (March 2015 - August 2016)**

Title: Transaction Risk Investigator (German Language Specialist)

#### Job Description:

- Analyzing user behavior and their pattern thereby determining authentic or fraudulent transactions.
- Addressing customer queries and fulfilling their requirements.
- Controlling Credit Card Frauds on Amazon accounts stemming from Germany and other European Countries.
- Accessing all the transaction occurring and analyzing their legitimacy on the basis of statistical, analytical data.
- Analyzing customer orders on amazon marketplace, investigating & identifying potential fraudulent transactions for Germany, & International orders.
- Reviewing customer documentation to confirm identity of the customer.
- Analyzing history and trends to take appropriate action on customer accounts.

- Monitoring and reviewing transaction activity for possible fraud, abuse, and/or compliance violations; this includes direct contact with account holders to verify authenticity of transactions.
- Maintaining online fraud trends and industry best practices for fraud prevention and detection.

**ACHIEVEMENTS:**

- Bagged process improvement award. (DE-ARI)
- Awarded for consistent Quality Delivery

**SKILLS:**

- MS Office (MS Excel, PowerPoint, MS Word).
- Knowledge of Internet Technologies.
- Sound understanding of Computer fundamentals.
- Good communication skills.
- Ability to perform and deliver under pressure.
- Good written and spoken German.

**CO-CURRICULAR ACTIVITIES:**

- Represented School in international Chess Event held at Montessori School Lucknow in the year 2006
- Participated in athletics (1500 meters, cycle slow race competition at school level.
- Participated in Khojali Essay Competition held in Delhi, Constitution Club of India

**ACADEMIC QUALIFICATIONS**

- 2007: Class X, St. Paul's School (ICSE), Begusarai, Bihar
- 2009: Class XII, St. Paul's School (ICSE), Begusarai, Bihar
- 2010 - 2013: BA Hons. in **German Studies**, JNU, New Delhi
- 2013 – 2015: MA Hons in German Studies, JNU, New Delhi (discontinued as I accepted job offer from Amazon Hyderabad).
- 2019 – L1 Certification in **French Language** (Alliance Francaise, Bangalore), pursuing L2

**HOBBIES**

- Reading Books,
- Travelling,
- Learning Foreign Language

I hereby declare that the information provided here is accurate to the best of my knowledge.

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