Name – Ahmad Ali
Email: Shundoiahmad123@gmail.com
Mobile: 07305707474

Personal Profile:

I see myself as an excellent, attentive and hardworking individual who would put 100% effort in every task I receive that needs to be completed. I am extremely polite, friendly and very good at interacting with other individuals. I am a well organised person who has a huge interest in learning new skills and ready to develop my social development by meeting new people and working with them. I had complete my GCSE grades in 2020 to which I received excellent grades. I soon after went in to full time work working as a Fraud Investigator taking on new challenges every day.

Key Strengths & Skills

- Experience in conducting investigations and decision making; interviewing customers and challenging where necessary(Case handling).
- Previous knowledge within fraud (Credit).
- Ability to analyse and collate data/evidence.
- Experience in spotting signs of Money Laundering and to raise concerns where necessary.
- Several years of experience working within a strong customer service role (Face to face/telephony)
- Excellent communication skills (Written and verbal).
- Analytical and logical when making informed decisions.
- Strongly work both independently and part of a team.
- Experience in Financial tools I.e. Xero, Creditsafe
- Strong Financial background.
- Proven examples of going above and beyond for both colleague and customers.
- Easily adaptable to new situations, surroundings and people.
- Ability to spot fraud trends and raise concerns accordingly.
- Strong background of online, telephony, mobile and credit fraud.
- Ability to meet strict SLAs without the quality of work being affected negatively.
- Strong adherence to quality controls and risks.
- Experience working in fast moving and high pressured situations
- Vulnerability training.
- Enthusiastic and determined about the work that I produce and the projects that I am part of.
- Assertive, but also patient where needed; each person's needs are different.
- Ok Experience handling confidential data and following strict business regulations
- Ability to build a strong and consistent rapport with customers/clients, 3rd parties and merchants.
- Ability to keep up to date with key information or legislation that is specific to the job role and business.

Achievements

- Qualifying in a Powerlifting Meet to go forward and compete with people potentially around the world.

□□Research project into the effects and opinions of privatising the probation service.
□□4 A grade perfect calls within TSYS Managed Services EMEA following correct procedures and having great telephony manners.
□□Full Clean UK Drivers Licence
□□Awards relating to punctuality and attendance
□□Sport Awards

Career History

Moorgate Finance Limited – Finance Administrator
June 2025 - Present

• Process and manage a high volume of invoices with exceptional attention to detail, ensuring all information and documentation are accurate.
• Use multiple financial and administrative systems including CRM, Xero, Creditsafe, Bankline, Docusign, VAT Registration, and Redflag to maintain seamless workflow and data integrity.
• Liaise directly with lenders to ensure prompt deal pay-outs, maintaining smooth operations and positive client experiences.
• Generate and validate customer finance documentation through various lender portals, ensuring all information and signatures are completed correctly.
• Calculate and prepare commission invoices via Xero, reconciling lender payments and monitoring outstanding balances.
• Conduct fraud checks and identity verifications (IDV) using Redflag, reviewing PEPs and Sanctions lists to prevent fraudulent activity.
• Perform bank checks to verify customer account details and ensure financial compliance.
• Collaborate closely with the Sales team to update deal statuses and expedite completions, improving the overall customer journey.
• Produce welcome packs and handle post-deal administration, maintaining comprehensive records within the CRM system.
• Apply strong numerical and analytical skills to calculate finance charges, balances, and other key financial figures accurately.

Extra Staff – Warehouse Operative

November 2025 – December 2025

- Picking and Packing
- Fast paced environment

TSYS Managed Services EMEA – Fraud Analyst

January 2025 – October 2025

- Fraud Analysis
- Fraud investigation
- Customer services
- Call handling
- Meeting SLA's

Barclays Bank – Fraud Analyst

July 2024 – August 2024

- Fraud Analysis
- Data analysis
- Customer service
- Fraud systems

Tsys Managed Services – Complex Fraud Investigator

November 2022 – June 2024

Specific tasks/skills included:

- Being able to manage a large portfolio of fraud cases for individual customers that are referred to the first party fraud team for investigation.
- To conduct in depth research and to collate evidence to help reach a strong conclusion that is both fair and accurate in relation to the fraud investigation.
- To analyse and correlate information collected to help with the investigation.
- Working chargeback's which have 1st party indicators.
- The making of difficult and important decisions that have both an immediate and long-term effect on the customer, merchantsand business.
- To liaise with external parties to help combat fraud (Other banks, merchants, local regulators and authorities)
- Interview techniques to assist with gathering evidence from both the customer and third parties to help aid the investigation.
- Strong adherence to risk and controls.
- To escalate complaints where needed, or resolve them at first contact.
- To meet strict SLAs when handling cases.
- To work with a vast amount of systems to help combat fraud (TS2, Microsoft Excel, SQL Server reporting services, World Pay, Quick Remit, CWS, Power curve, Respond, Mastercom, Riskfort, CIFAS and DDS.)
- To carefully assess each case individually as no two cases are the same.
- To be able to listen and communicate with customers and third parties with pinpoint accuracy.
- Vulnerable customer support (Training conducted by the organisation; 'Mind').
- Use of general systems for admin work (Outlook, Microsoft Word, Excel, Powerpoint).
- Conducting bank checks with other lenders.
- To assist with training new staff within the team.
- To have meeting calls with clients and other departments.

Tsys Managed Services – Fraud Analyst
March 2022 – November 2022

Specific tasks included:

- To help resolve a variety of customer and fraud related calls within a telephony role.
- To be analytical and logical so that informed decisions can be made within a high-pressured environment.
- Working proactively both independently and as part of a fast moving team.
- To clearly communicate with customers and colleagues directly to resolve unique situations and problems that may occur.
- Co-operating with customers who may be distressed because of fraudulent behaviour on their account while following strict company policy and regulation.
- Undertaking administrative and investigatory job roles in order to reduce fraud and to reduce financial loss.
- Escalating issues to the correct departments where needed and cooperate with these departments to resolve fraudulent issues.
- To help create and resolve cases that has been reported to ourselves directly by the customer, or by other members of staff.
- The training of new staff.
- Keeping up to date with company policy and safeguarding.
- To use a variety of fraud related systems to help combat debit card, online and telephony fraud (TS2, Riskfort, DDS, Respond, Mastercom).

Other relevant work experience:

- Cygnia (THACZH LTD) Jan 2022 – April 2022
- International Logistics Group (Warehouse Operative) from Nov 2021 – April 2022
- Heavenly Deserts (Customer Service) from Oct 2020 – Nov 2021
- Akbor Tandoori (Customer Service) from 2016-2020

References are available on request