



Liyanda K N

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Objective

I am looking for a challenging job with rapidly growing organization that can provide me with a range of goals and job objectives within a contemporary and economical business settings. I spent 5 years at Conduent Business India as a Dispute Processor for Capital One's credit cards. Specializing in billing disputes, I focused on identifying potential fraud, initiating fraud claims, and ensuring compliance with regulations and department policies. My meticulous review of customer documentation further strengthened my skills. Overall, my experience has equipped me with a diverse skill set in accounting, office administration, and specialized credit card dispute resolution. I am confident in my ability to contribute effectively to your team.

Education

- **Mahatma Gandhi University** 2018
BSc computer science
- **Gghss mattancherry** 2014
Bio maths
- **Fatima GHS Fortkochi** 2011
Sslc

Skills

- Document verification
- Microsoft Excel
- Loan processing
- Microsoft word
- Ms PowerPoint
- Processing typing speed of 40 words per minute coupled with high level accuracy

Experience

- **Conduent infopark ,kochi** -
Transaction processor
 - Processed billing disputes including unauthorized transaction reports and fraudulent usage of cards.
 - Reviewing account transaction information for potentially fraudulent activity initiating fraud claims and providing information on existing fraud and disputing claims.
 - Handles bank card transaction disputes within regulation E time and following department policies/procedures.
 - Reviews all required customer documentation for completeness and accuracy of information.
- **Kidzee international school of Zee Learn** -
Office admin
 - Handling admissions
 - Updating fee structure
 - Follow up of fee payments
 - Updating the student details
 - Document verification

Achievements & Awards

- Employee of the month maintained a 99% Accuracy in loan processing result in increased customer trust and satisfaction

Languages

- English
- Malayalam
- Hindi

Personal Details

- Date of Birth : 08/08/1996
- Marital Status : Married
- Gender : Female
- Place : Fort kochi