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## Process Analyst, Fraud

### Description

A key function to help improving the customers on-boarding experience and growing the Direct-to-consumer business. This role will leverage and support the fintech solution which is widely adopted by HK banking industry. The solution was also awarded the Reg-Tech Golden Award from the Institute of Financial Technologists of Asia (IFTA) and the top prize in the FinTech-Banking category of the Hong Kong Business Technology Excellence.

### Responsibilities

- Perform manual review of customer enrollment and login activity for manual approval and identify suspicious or unusual transactions on a daily basis
- Document fully and consistently all reported case reviews including data, analysis and conclusion.
- Make recommendations to improve the efficiency of the current process
- Create user stories and provide backlog grooming to the scum teams for the enhancement of the solution flows.
- Works with the production support team and Customer Service team to investigate and analyzes suspicious cases and provides responses to the Customer Service team on recommendations.
- Other duties as assigned

### Qualifications

- Proactive and high attention to detail
- Possess high conduct credentials, ethics and integrity
- Experience in fraud investigation or operations is in advance
- Good command of both spoken and written English and Chinese
- Proficiency in Microsoft Office applications
- High School diploma or equivalent

### Hiring organization

TransUnion

TransUnion is a global information and insights company that makes trust possible in the modern economy. TransUnion does this by providing an actionable picture of each person so they can be reliably represented in the marketplace. As a result, businesses and consumers can transact with confidence and achieve great things.

This picture is grounded in TransUnion's legacy as a credit reporting agency which enables us to tap into both credit and public record data; TransUnion's data fusion methodology that helps to link, match and tap into the awesome combined power of that data; and our knowledgeable and passionate team, who stewards the information with expertise, and in accordance with local legislation around the world.

A leading presence in more than 30 countries across five continents, TransUnion provides solutions that help create economic opportunity, great experiences and personal empowerment for hundreds of millions of people

**Employment Type**

Full-time

**Job Location**

Hong Kong, Hong Kong SAR

**Date posted**

December 6, 2022

APPLY