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Senior Fraud Operations Specialist

Description

GXS Bank is in search of a born detective to join their fraud operations team. The selected candidate will assist in reviewing and making decisions on specific cases of suspected fraud and contribute to their prevention and detection mechanisms. There is no denying that digital banking can provide opportunities for fraudsters and malicious actors. GXS Bank's ability to track, record, and combat fraud at scale is crucial to serving their customer needs. They will build machine learning systems capable of crunching through large amounts of data and making real-time decisions, as well as tools to parse through and visualize behavioral data. However, at the heart of it all lies the ability of operational specialists to make the right call at the right time. Their primary goal is to protect their customers and Digibank from fraud and malicious acts while ensuring their technology and processes are seamless and delightful.

Responsibilities

The day to day activities:

- Track and monitor illegal transactions on customers' financial accounts without the authorization of the account owner.
- Report any suspicious account movements and unusual transactions that may be risky to Digibank and customers.
- Produce Fraud Reports in a clear, concise, objective and factual manner using available data on arising incidents/trends and mitigating plans.
- Collaborate with analysts, operations specialists, data scientists and engineering to improve our fraud prevention mechanisms, processes and tools.
- Pro-actively monitor and identify suspicious trends and patterns, suggesting preventative actions and improvements to current procedures, policies, and systems.
- Anticipate risks and in doing so, define appropriate fraud prevention and detection processes, and propose changes to further control to ensure we are not susceptible to fraud risk. Communicate action plans to stakeholders as required.
- Ensure all fraud prevention and detection measures are effectively implemented.
- Achieve continuous improvement to enhance the operational efficiency and effectiveness of fraud operation processes.
- Maintain an up-to-date knowledge of industry trends and regulatory changes to identify and validate future requirements and opportunities.
- Research fraud and user behaviour to gain insights into fraud patterns, contribute to machine learning models, rules and other detection systems and to further advance our fraud strategy.
- Proactively identify financial crime trends through data analysis, evaluate potential fraud indicators and the impact of current fraud trends as well as make recommendations for appropriate mitigation controls.

Qualifications

The must haves:

Hiring organization

GXS Bank

GXS holds a banking licence issued by the Monetary Authority of Singapore.

It is backed by a consortium consisting of Grab Holdings Inc. – Southeast Asia's leading super app, and Singtel – Asia's leading communications technology group.

Employment Type

Full-time

Job Location

Singapore, Singapore

Date posted

April 22, 2024

APPLY

- Adapting, learning and being a passionate fraud SME. You have worked in a government agency, bank and/or Fintech and have minimum 7 years of practical experience of fraud risks & project management.
- You have a good knowledge of cyber risk and common fraud typologies, along with the emerging trends affecting fraud and financial crime.
- You are familiar with Internet technologies and protocols to understand how they can be manipulated.
- You have experience working with and designing fraud processes with a high level of automation through ML/AI solutions.
- You have strong execution skills and the ability to react to change.
- You are able to analyse information, spot patterns and apply logical thinking to identify the key issues and formalize complex ideas into a well-defined process.
- You are an effective communicator.
- You need to be commercial, strategic and solutions-oriented to prevent loss and reputational damage to the bank.
- You are comfortable in navigating through occasional situations of ambiguity or uncertainty.
- Perhaps most importantly, you must set a positive example for your colleagues. You need to be honest and ethical, with high levels of integrity and confidentiality.