

Job profile for Director, Fraud Analytics

Reporting Structure

Reports to:

- BI and Analytics Head

KPIs

- Data quality and reliability
- Number of change/enhancement request cases pending
- Time to resolution of change/enhancement requests
- Number of fraud cases detected
- Number of fraud cases predicted
- Survey of degree of satisfaction with fraud BI and analytics services from internal customers (other divisions, etc.)

Key Responsibilities Areas

- Responsible for all analytics related to fraud detection and avoidance on the platform (unjustified seller preference, demand splitting, collusion among sellers, unreasonable prices, duplicate accounts etc.)
- Ownership of related data collection and consolidation in the central repository and the management information system
- Ensure the development of robust reporting processes and dashboards for all related KPIs leading to actionable insights and recommendations for further improvement across stakeholder landscape
- Work with the technology teams on aligning the vision for fraud analytics and also on the regular scoping of product/tool requirements.
- Maintain a strong understanding of existing and upcoming technologies and drive innovation in the space, execute proof of concepts and oversee the execution of delivery
- Develop well defined self detection mechanism to identify any malpractice on the platform.
- Develop prediction mechanism to identify risky profiles that should be monitored.
- Any other responsibility as assigned by the competent authority from time to time

Key Shared Accountabilities

- Work to drive changes in culture, processes and talent required to transform the organization into an analytics-focused organization.

Qualifications and Skill Sets¹

Mandatory

- Minimum 6 years exp in the field of analytics of which at least 3 years leadership experience managing teams in the analytics domain
- Graduate/Post graduate degree in Engineering, Statistics, Operation Research, or related quantitative discipline² (top 40 as per current year)
- Experience in building Data Warehouse architecture including designing and implementing it.
- Well-versed with one of the BI and visualizations tools. (Qlik software will be preferred)
- Strong leadership and negotiation skills with business and technical groups
- Capability to work in a fast paced high growth environment.

1. GeM selection committee reserves the right to relax or extend the qualifying criteria. Profiles should be continually refined every 2-3 years 2. <https://www.nirfindia.org/2018/ManagementRanking.html> / <https://www.nirfindia.org/2018/UniversityRanking.html> / <https://www.nirfindia.org/2018/EngineeringRanking.html> / <https://www.nirfindia.org/2018/CollegeRanking.html>