

NINO PALASHVILI

Risk & Fraud Analyst

Tbilisi, Georgia | +995 557 10 77 11 | Palashvilininutsa@gmail.com | LinkedIn: [ninutsa-palashvili](#)

PROFESSIONAL SUMMARY

Risk and Fraud Analyst with 3+ years of experience in AML, KYC, fraud prevention, and customer operations across financial services and gaming industries.

Skilled in preparing detailed risk reports, collaborating with cross-functional teams, and implementing process improvements that strengthen compliance frameworks and reduce fraud exposure.

PROFESSIONAL EXPERIENCE

Marketing Analyst | GITI2C | Dec 2024 – Present

- Reconcile marketing spends across systems and ensure data accuracy and completeness.
- Analyze partner performance and prepare detailed financial and expense reports.
- Support marketing expense reporting and budgeting across international markets.
- Collaborate with teams to maintain accurate financial documentation and reporting timelines.

Fraud & Risk Operations Analyst | Focus Solutions Centre | Aug 2023 – Nov 2024

- Conducted financial investigations and monitored transactions to detect irregularities.
- Identified and escalated AML red flags, reducing fraudulent activity by approximately 20%.
- Assisted in developing risk control measures and compliance documentation.
- Coordinated with internal departments to ensure proper case resolution and reporting accuracy.

Customer Support Supervisor | Focus Solutions Centre | Jul 2022 – Aug 2023

- Supervised and supported a team handling high-level customer inquiries and financial issues.
- Investigated and resolved escalated compliance-related cases and chargeback disputes.
- Collaborated with legal, risk, and finance teams to minimize potential liabilities.
- Ensured top-tier service quality and compliance with company policies.

Concierge Agent | Focus Solutions Centre | Apr 2022 – Jul 2022

- Provided premium service and personalized solutions to high-value clients.
- Handled customer feedback and resolved issues to ensure satisfaction and loyalty.
- Worked cross-functionally to ensure seamless customer service delivery.

Customer Support Agent | Focus Solutions Centre | Nov 2021 – Apr 2022

- Delivered responsive customer support, ensuring efficient resolution of inquiries and technical issues.
- Created and managed JIRA tickets, ensuring timely case tracking and cross-team communication.
- Assisted in onboarding and training new employees on operational protocols.

Fraud Analyst | Gamescale LTD | Jan 2020 – Oct 2021

- Monitored transactional data and customer activities to identify and prevent potential fraud.
- Conducted real-time investigations of suspicious transactions and account anomalies.
- Processed disputes and chargebacks in line with PSP and compliance regulations.
- Supported AML and risk teams by providing analytical insights and ensuring adherence to internal controls.
- Collaborated with technical and compliance teams to enhance fraud detection mechanisms and reporting accuracy.

Contract Database Administrator | Traktor Technologies JSC | Jan 2019 – Jan 2020

- Managed and maintained company contract databases, ensuring data integrity and compliance.
- Supported legal and finance departments by providing accurate document tracking and reports.
- Assisted in administrative and data-driven projects across departments.

Administrative & Marketing Assistant Intern | Elva Community Engagement | Sep 2017 – Dec 2017

- Supported administrative operations and marketing initiatives.
- Assisted in drafting project communications and coordinating community outreach activities.
- Prepared reports and contributed to project documentation processes.

EDUCATION & CERTIFICATIONS

Bachelor's Degree in Law – Tbilisi State University

Data Analytics and BI Development – Smart Academy

Microsoft Power BI Data Analyst – Coursera

The Ultimate Guide to Money Laundering and AML – Udemy

KEY SKILLS

AML - KYC - Fraud Investigation - Risk Reporting - Regulatory Compliance - Transaction Monitoring - Problem Solving - Analytical Thinking - Time Management - Customer Communication - Documentation Control - Power BI - SQL (Basic) - MS Excel - Reporting Tools

LANGUAGES

English – Fluent | Russian – Basic