

Mexico Jobs Expertini®

Chargeback Analyst (Mexico)

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Company: Signifyd

Location: Mexico

Category: other-general

MUST SUBMIT RESUME IN ENGLISH

Position Overview:

You'll join a team working towards minimizing losses, maximizing revenue, and mitigating fraud and credit risk for our customers. You will be using your excellent skills in research and investigation to recover funds while working with various processors and financial institutions to reverse chargeback cases.

This is a high-impact role that offers tremendous opportunities for growth, learning, and leadership.

What You'll Do:

Work independently and with your team to help achieve the overall goals of the department.

With minimal supervision and guidance, conduct high-quality research and in-depth analysis on credit card chargebacks to investigate for criminal or buyer fraud.

Review and process merchant reimbursement requests in line with Signifyd's coverage policies.

Minimize potential losses by making decisions on chargeback cases, identifying friendly fraud cases, and disputing such chargebacks to recover funds and prevent the recurrence of bad buyer behavior.

Gather evidence from various data sources from both internal and third-party sources to prove the validity of the transaction.

Outreach with customers, banks, processors and internal and external stakeholders to scale and optimize processes.

Collaborate in the identification and reporting of issues impacting the department.

Once upskilled in our process you will complete quality assurance, along with other administrative tasks.

Work closely with cross-functional teams such as customer success, product, and finance teams.

Requirements:

Fluent in Spanish and English

Minimum of 2 years of experience in chargeback analysis and fraud prevention within the LATAM payments market.

Knowledge of card networks' regulations (Visa, Mastercard, American Express, and Discover) for both merchants and consumers

Strong problem-solving, change management, and analytical skills

Must possess a high level of computer skills to effectively use multiple systems, with advanced knowledge in G-Suite and strong research skills

Highly professional with a willingness to adapt to a constantly changing, customer focussed work environment while maintaining strict adherence to Signifyd's Security and Privacy policies

Ability to maintain confidentiality whilst exercising discretion and professionalism with sensitive information

Excellent time management skills with the ability to prioritize, multi-task, or work flexible hours when necessary

Exceptional attention to detail, and strong problem-solving skills.

A team-player mentality and a proactive attitude, with the ability to collaborate effectively within a team and independently.

Highly Desired:

Experience using a variety of payment platforms or processors (Stripe, PagBrasil, eGlobal, eBanx, DLocal, PayPal, Adyen, etc.)

Excel expert

Knowledge and experience using SQL and designing dashboards in Looker

Fluent in Portuguese

#LI-Remote

Benefits in Mexico:

Health, Dental & Vision Insurance

Life Insurance of 24 months salary

Annual Performance Bonus

Christmas Bonus of 1 Month's Salary

Food Vouchers

Stock Options

Paid Parental Leave

Flexible Work Arrangements

Telework Stipend for Home Internet

12 Paid Vacation Days with 85% Vacation Premiums

Paid Holidays

Company Social Events

Signifyd Swag

Dedicated learning budget through Learnerbly

On-Demand Therapy for all employees & their dependents

We want to provide an inclusive interview experience for all, including people with disabilities. We

are happy to provide reasonable accommodations to candidates in need of individualized support during the hiring process.

Signifyd's Applicant Privacy Notice

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