

BRIGHT DUA- ANSAH



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Publications:

Dua-Ansah.(2023). [Against the Guise of the Good](#). Arche No.(7) 53-68. Boston University: Boston.

PS: This is a paper on Moral Psychology and Theoretical Ethics.

SKILLS

Due diligence | Fraud Investigations | Fintech Ops | Digital tools such as *ninjas*, *Looker*, *Klaus*, *Zendesk*, *Jira*, *Confluence*, *Sailpoint*, *Superset*, etc.

Team mgt. | Cross-team liaising | KPI and team targets settings | Improvement plan for low performers.

EXPERIENCE

COMPLAINTS OFFICER | WISE

2023 - Present

Fraud Investigations, Cross-Team liaising, handling Legal contacts from third parties and arbitrators such as Ombudsman in UK, etc., ensuring fairness to our 16mil users of our platform should we err, etc. across Europe and America.

CS/CUST. SUP. TRAINER | WISE

Oct. 2022-Dec 2023

Providing product training to outsourced teams in South Africa; AML and card fraud investigations; Assets and Spend Team; side projects such as Organisational Safety and Health administrator for our office in Estonia

OPERATIONS SPECIALIST | BOLT

2022

Due diligence, verification and Reactivating; compliance for our London Reactivations Team.

RESEARCH ASSOCIATE | PARTICIPATORY DEVELOPMENT ASSOCIATES (PDA) GHANA

2016 - 2020

Researches on Child Protection in Ghana; Policy Analysis in liaison with Oxford Policy Mgt, British Council, and University College of London; etc.

EDUCATION

MA PHILOSOPHY (2020-2022)

University of Tartu, Estonia

Focus on Theoretical Ethics and practical philosophy. Activities included creating and being board member of the UT Philosophy Club.

BA (HONS.) POL. SCI / PHILOSOPHY & CLASSICS (2015-2019)

University of Ghana

Focus on Logic and Jurisprudence. Also student clubs and associations.

REFEREES:

Available upon request