

Angira Dey

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Professional Summary

Detail-oriented Compliance & Operations professional with 6+ years of experience in KYC, AML, EDD, risk operations, operational audit, escalation handling, team management, cross-functional collaboration, and process optimization across E-commerce and EdTech. Proven track record in investigations, process optimization, cross-functional collaboration, and user experience improvement. Skilled in handling complex escalations, leading large teams, and driving data-driven decision-making to enhance risk and compliance workflows. Seeking opportunity to contribute operational and risk expertise and auditing strengths in a dynamic organization.

Key Skills

- Risk Operations & Compliance (KYC, AML, EDD, Seller Enforcement)
- Trust & Safety Operations (Customer, Partner & Seller Risk)
- User Risk Experience & Process Optimization
- Escalation Handling & High-Judgment Decision Making
- Pattern Identification, Risk Mitigation & Abuse Detection
- Cross-Functional Collaboration
- Data Analysis & Reporting (Advanced Excel, Power BI)
- Documentation, Audit Readiness & Compliance Reviews

Professional Experience

Amazon – Investigation Specialist | (Risk & Compliance) | Jan 2024 – Nov 2025

- Conduct risk investigations and audits on seller accounts, identifying fraudulent behavior, abuse patterns, and regulatory non-compliance (GST, VAT).
- Analyze operational and compliance data to identify recurring risk trends, related account behavior, and potential abuse indicators.
- Investigate and resolve high-priority escalations related to seller non-compliance, mitigating business risk.
- Manage 25–40 investigation cases daily, ensuring accurate data validation and timely action with 90–95% SLA adherence.
- Contributed to an 8–10% reduction in manual rework by collaborating with cross-functional teams such as KYC, Onboarding Team and Central Compliance teams to improve case-handling workflows.

- Perform continuous monitoring of risk signals and escalate critical fraud or abuse cases based on severity and impact.

Byju's – Team Audit & Sales Operations | May 2021 – Oct 2023

- Led compliance and audit operations for a 176-member sales team, ensuring adherence to internal policies and regulatory standards.
- Conducted KYC verification, internal audits, and fraud risk checks, identifying gaps and process deviations.
- Investigated escalations across customer, sales, and internal stakeholders, ensuring accurate root-cause analysis and resolution.
- Analysed revenue, lead, and operational data using Excel, Salesforce, and Leadsquared to detect anomalies and improve efficiency.
- Partnered with cross-functional teams to streamline processes, reduce risk exposure, and improve productivity.
- Performed team-level audits and coordinated with central and regional teams, reducing fraudulent activities by over 15% within three months.
- Created and maintained Excel-based trackers, reports, and interactive Power BI dashboards for monitoring sales activity, revenue growth, compliance checks, and escalation trends to support leadership decision-making and risk monitoring.

Teleperformance Global – Customer Support Executive | Jul 2020 – May 2021

- Resolved 60–80 customer escalation cases daily while ensuring accurate data handling and escalation management.
- Maintained operational SLAs and achieved consistent CSAT scores of 96–98% through efficient issue resolution.
- Identified recurring operational gaps and contributed to process improvements through regular discussions with senior management.

Fusion BPO Services – Guest Experience Manager | Jul 2019 – Jun 2020

- Supported outbound voice processes by resolving customer escalations and maintaining a consistent monthly CSAT score of 96% or higher.

Education

- Bachelor's degree in science (Major in Mathematics)
- Passed out in 2020 from West Bengal State University

Certifications & Training

- AML & Enhanced Due Diligence (EDD) Training – Amazon
- Advanced MS Excel (Pivot Tables, VLOOKUP/XLOOKUP, Data Analysis)
- Power BI – Reporting & Dashboards
- Tools: Salesforce, Leadsquared, Freshdesk