



## Shiladitya Ghosh

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### CAREER OBJECTIVE

Customer focused Financial Crime Support professional with 1+ year of experience in high-volume customer-facing roles. Skilled in investigating account takeover (ATO) and fraud related issues, securing customer accounts, and delivering fast and accurate resolutions. Strong analytical mindset with foundational AML/KYC knowledge and proven ability to work under pressure in 24/7 shift environments.

### WORK EXPERIENCE

#### ● Transaction Risk Investigator | Amazon India | April 2024 - April 2025

- Analyzed customer-reported fraud and unauthorized access cases, identifying potential **Account Takeover (ATO)** indicators and initiating protective actions to protect genuine Amazon customers from being scammed. Conducted end-to-end investigation of transaction monitoring alerts to identify potential money laundering and fraud risks.
- Performed **KYC and Customer Due Diligence (CDD)** reviews, verifying customer identity and assessing risk profiles. Reviewed and handled highly sensitive and confidential internal compliance information in line with regulatory standards.
- Understanding of **AML & KYC principles**, including **Bank Secrecy Act (BSA)**, **Customer Due Diligence (CDD)**, **Enhanced Due Diligence (EDD)**, **Suspicious Activity Report (SAR)** and **Source of Funds (SoF)/Source of wealth (SoW)** and experience supporting fraud prevention and customer protection processes.
- Worked independently and as part of a team in a **high-volume, SLA-driven environment**, multi-tasked consistently meeting response time and resolution targets while maintaining accurate case notes and following internal fraud and customer protection procedures.
- Reviewed customer-submitted information, identified inconsistencies or missing details, and determined next investigative steps, while taking **end-to-end ownership** of cases, from initial report through investigation, resolution, and documentation.
- Produced clear, concise case investigation reports summarizing findings and regulatory risks.
- Experienced working **24/7 rotational shifts**, including nights, weekends, and public holidays and maintaining performance during night and high-pressure shifts.
- Conducted team level internal audits and drafted detailed case summaries and recommendations for second-level AML review.

#### ● SDS Associate | Amazon India | September 2023 - March 2024

- Provided shipping and delivery support to Amazon delivery executives through chat and email.
- Spearheaded process improvement initiatives that increased operational efficiency while maintaining high- quality output standards and conducting team level internal audits.

## ACADEMIC QUALIFICATION

- **Swami Vivekananda Institute of Modern Science (affiliated to MAKAUT), Kolkata.**  
B.Sc. (Honours) in Biotechnology | 2020 – 2023 | CGPA – 9.13
- **G.D. Birla Centre or Education, Kolkata**  
12<sup>th</sup> | ISC board | 2018 | Percentage – 71.5%
- **Welland Gouldsmith School, Kolkata**  
10<sup>th</sup> | ICSE board | 2016 | Percentage – 81%

## PROFESSIONAL SKILLS

- Programming skills known: SQL.
- Software knowledge: MS-Excel (VLOOKUP and Pivot Tables), MS-Word, MySQL.
- Strong analytical thinking & Judgment problem solving and organizational skills along with Attention to Detail
- Ability or willingness to learn new things.
- Ability to work independently or as a part of a team.
- Hard worker and can motivate myself and others.
- Strong written and oral communication skills.

## ACHIEVEMENTS

- Secured 9.13 CGPA in B.Sc.
- Part of the core organizing committee of college fest and other cultural events.
- Represented my college at inter-college chess tournament

## WORKSHOPS & CERTIFICATIONS

- Completed **Google Data Analytics** course at Coursera platform.  
(<https://www.coursera.org/account/accomplishments/professional-cert/K276KC9FMVOW>)
- Completed Introduction to Cybersecurity Foundations course at Coursera platform. (<https://coursera.org/share/7a6c47ab05772423d988de329ba1a75d>)
- Completed Connected Leadership course at Coursera platform  
(<https://coursera.org/share/ce48320d4564e4d7ef0114230b7023d9>)
- Completed Fundamentals of management course at Coursera platform  
(<https://coursera.org/share/b91c40ecfa678a5984c61d7cdf7459d7>)

## PERSONAL DETAILS

- Languages known : Bengali, **English (C1)**, Hindi
- Domain Interests : Customer Service, Data Analysis
- Hobbies : Chess, powerlifting, singing, playing guitar, watching anime.