

Nikhil Sharma

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PROFILE

Accomplished and detail-oriented Fraud Risk Analyst with 4.5 years of experience in conducting comprehensive fraud investigations and developing robust risk analysis frameworks. Expert in using data analytics and forensic tools to identify and disrupt fraudulent activities, reducing financial losses by 20% and strengthening internal controls. A highly adaptable and results-driven leader with extensive experience coaching and mentoring teams. Proven ability to partner with senior leadership to drive strategic growth and foster high performing work environment.

EDUCATION

Lovely Professional University	Punjab, India
Master of Business Administration in Operations Management	2025-2027
Amity University	Gurgaon, India
Bachelor of Technology in Computer Science	2014 – 2019

SKILLS

Technical: SQL, Python, Excel, MS-Office.

Investigation Tools: Paragon, Nautilus, Ekata, Pipl, Cedric, Amazon Q, Quick sight, RADAR, Actimize, Auth0 and Okta

Learning Tools: Canva, Inkscape, Adobe Express, Piktochart, Adobe Premiere Pro, Adobe After Effects.

EXPERIENCE

Amazon Development Centre (IND) Pvt Ltd	Noida, India
Investigation Specialist	04/2021 – Present

- Conducted enhanced due diligence (EDD), screening, and periodic reviews for new and existing customers in accordance with AML/KYC regulations
- Identified and documented data anomalies and red flags for money laundering, terrorist financing, fraud, sanctions violations, and reviewed escalations as TTs.
- Acted as a Subject Matter Expert (SME), providing timely responses to operational queries and coordinating with Home Office counterparts and SMEs to streamline processes, resolve urgent escalations, and update operating procedures.
- Led and mentored a high-performing team to ensure effective service level adherence and timely resolution of service requests. Implemented robust strategies for staffing, work allocation, and continuous workload management to meet all assignment and case deadlines.
- Partnered with Risk & Compliance to conduct periodic procedure reviews, ensuring strict adherence to regulatory guidelines and the established service delivery framework. Tracked and reported on team performance and key metrics, providing regular summaries of highlights, issues, and action plans to various stakeholders.
- Assisted leadership with workflow changes and provided effective coaching and mentoring through regular one-on-one meetings, knowledge-sharing sessions and team huddles to sustain and improve performance.
- Spearheaded the review and processing of 510+ cases weekly, leveraging technical expertise to identify potential sanctions involvement and escalate high-risk cases by creating UARs, SARs, STRs, and red flags.
- Proactively monitored key risk indicators and potential red flags, assisting in the timely enforcement of internal controls and standards to mitigate financial and operational exposure.
- Investigated and resolved over 15 daily cases of counterfeit, forged, and altered cheques, identifying fraudulent patterns to prevent future losses.
- Analysed complex financial data and cheque processing reports to identify irregularities and potential fraud, providing detailed reports to management and law enforcement.

CERTIFICATIONS

- Anti-Money Laundering Concepts: AML, KYC and Compliance
- Mastering Customer Risk Assessment and Enhanced Due Diligence
- The Critical Role of Re-KYC in Strengthening AML Compliance
- Mastering Regulatory Reporting: A Deep Dive into SAR/STR Compliance

ACHIEVEMENTS

- Trained and mentored cross functional teams (Costa Rica) with a focus on customer retention strategies, contributing to a 35% increase in team CRR within 4 weeks covering essential skills and company protocols to accelerate their contributions.
- Collaborated with cross-functional teams to develop and implement corrective actions which resulted in 30% increase in overall operational efficiency by lowering down the wait time or SLA for the customer queries.

CORE COMPETENCIES

- Transaction Monitoring
- Fraud Investigations
- Customer Due Diligence
- Enhanced Due Diligence
- AML/KYC
- Risk and Compliance Management
- SAR/STR Compliance