

Mridu Sharma

Transaction Risk Analyst

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PROFESSIONAL SUMMARY

Analytical and detail-oriented Transaction Risk Monitoring professional with hands-on experience in investigating large-scale financial transactions and identifying high-risk activity. Skilled in risk detection, fraud analysis and compliance investigations.

WORK EXPERIENCE

Transaction Risk Investigator

Amazon India

August 2020 – September 2024

- Monitored and analyzed customer transactions to identify suspicious or high-risk activity in compliance with AML policies.
- Conduction transaction monitoring investigations to detect potential fraud, money laundering or unusual behavior.
- Reviewed alerts generated by internal systems and performed detailed case analysis for escalation to AML Compliance.
- Worked in Amazon Pay where I handled and monitored high volume data transactions with risk assesment
- Handled KYC in Amazon Pay
- Ensured adherence to KYC, AML, and CDD procedures while supporting continous improvement in risk monitoring processes.

Chat Executive

Milkbasket, India

2018– August 2020

- Resolving customer queries on live chat.
- Managing customer accounts
- Processing refunds and providing coupons for any order related dispute with customer satisfaction.
- Handled order and payment related disputes on e-mail and chats

EDUCATION

B.Tech in Computer Science

MDU University, 2013

SKILLS

- Transaction Monitoring
- AML Investigation
- Fraud Detection
- KYC, CDD and EDD
- Risk Analysis
- Suspicious Activity Analysis