

Ayush Puri

Delhi NCR, India | Open to Relocation

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RISK OPERATIONS MANAGER | FRAUD & AML | TEAM LEADERSHIP

Results-driven Risk & Fraud Operations professional with 4+ years of progressive growth at Amazon, including leadership exposure, KPI ownership, and cross-functional collaboration. Proven track record of driving performance improvements, mentoring investigators, designing SOPs, and influencing senior stakeholders. NISM-certified in AML/KYC/CDD with strong analytical skills in SQL and data reporting. Seeking middle-management roles (Team Lead / Manager) to lead teams, optimize operations, and deliver measurable risk reduction.

Core Leadership & Operational Skills

- 1 Team Leadership & Performance Coaching
- 2 KPI Management & SLA Governance
- 3 Fraud Risk & AML Investigations
- 4 Operational Excellence & Process Improvement
- 5 Stakeholder & Cross-Functional Collaboration
- 6 Root Cause Analysis & Defect Reduction
- 7 Audit & Compliance Support
- 8 SQL, Advanced Excel & Data Reporting

Professional Experience

Risk Specialist – Payment Risk Investigations | Amazon | Apr 2025 – Present

- 1 Lead high-complexity fraud investigations and risk mitigation initiatives.
- 2 Own and monitor SLA adherence, quality benchmarks, and operational KPIs.
- 3 Drive process improvements through automation inputs and SOP enhancements.
- 4 Collaborate with ML, analytics, and compliance teams to reduce fraud exposure.
- 5 Support leadership reporting and performance reviews through data-driven insights.

Senior Investigation Specialist – Buyer Risk | Amazon | Aug 2024 – Apr 2025

- 1 Acted as functional lead overseeing investigation workflows and mentoring team members.
- 2 Standardized SOPs improving consistency and global process alignment.
- 3 Reduced defects through structured root cause analysis.
- 4 Presented KPI dashboards and operational insights to senior leadership.

Earlier Roles: Investigation Specialist | Transaction Risk Investigator | Interim SME (2021 – 2024)

- 1 Managed high-volume transaction investigations across global markets.
- 2 Delivered top-tier performance in quality and productivity metrics.
- 3 Led coaching initiatives and created weekly performance dashboards.
- 4 Recognized with multiple awards for operational excellence.

Key Achievements

- 1 Promoted twice within 6 months (L3 → L4).
- 2 Recipient of Golden Bat, Golden Glove & Rising Star Awards.
- 3 Identified fraud patterns improving preventive controls.
- 4 Recognized for leadership influence and analytical reporting contributions.

Certifications

AML, KYC & CDD – NISM (2025)

Education

Bachelor of Business Administration (BBA) – Guru Gobind Singh Indraprastha University (CGPA: 8.0)