

# Nazim Hurrah

Dubai, United Arab Emirates



[nadhurrah@gmail.com](mailto:nadhurrah@gmail.com)



+971 567512256



[linkedin.com/in/nazimhurrah](https://www.linkedin.com/in/nazimhurrah)

## Summary

- **A result oriented & Mastered in PMP professional** offering multi-cultural with diverse experience distinguished by commended performance and proven results.
- Proficient in **Project Management** activities including **project scoping, estimation, planning, risk management, finalization of technical / functional specifications, resource administration and quality management.**
- Experienced in **identifying & mitigating risk, providing advisory & insights on risk management**, conducting risk & control assessments & identifying impediments in the achievement of risk objectives of the organization.
- Excel in monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximise customer satisfaction level.
- **An effective communicator** with strong people management, coordination and problem-solving skills.

## Experience



### Risk Manager

Amazon India Bengaluru - Apr 2021 - Nov 2022 (1 year 8 months)

Worked as a Risk Manager to provide the best catalog experience to our customers by employing state to the art search engine optimization, help avoid click-bates, eliminate collusion interest & mis leading reviews from the platform.

Responsible to drive alignment with stakeholders on new compliance controls and provide updates to senior leadership.

Responsible to work across multiple global stakeholders including operations and tech, to drive resolution for key deliverables that are tracked at an executive level.

Responsible to handle day-to-day issues (constantly thinking about how to invent and simplify to improve), and strategize on longer-term, program-wide initiatives.



### Sr. Investigation Specialist

Amazon India Hyderabad - Aug 2020 - Apr 2021 (9 months)

- Performing risk assessments related to existing processes and leading initiatives across Amazon stakeholders to launch, improve, and maintain compliance controls.
- Managing day-to-day issues and strategizing on longer-term, program-wide initiatives.
- Liaising with stakeholders to mitigate findings, observations and safeguard from operational, regulatory and reputational risk.
- Remaining current on new technology, emerging fraud & risk trends, external tools, data providers, and industry standards as they relate to fraud prevention and risk mitigation.
- Understanding & analysing contractual agreements with clients and vendors to ensure limited exposure in case of an adverse event.



## **Transaction Risk Investigator**

Amazon India Hyderabad - Feb 2017 - Aug 2020 (3 years 7 months)

- Identifying the fraud patterns across all Amazon marketplaces and understand business/customer ideas/thoughts to prepare a roadmap which prevent the fraudsters from making illicit profits and cause bad debt to Amazon.
- Driving alignment with stakeholders on new compliance controls and provide updates to senior leadership.
- Developing and maintaining a thorough understanding of processes, conducting timely investigations.
- Conducting end-to-end fraud trends analysis, fraud database & dashboards management.

## **Highlights**

- Created & led a task force team to improve team decision accuracy and decrease FP/FN by diving deep into the data for each Vector.
- Defect First Review (DFR): Took initiative to reduce the burden on the QA team and increase the defect approval rate by allowing SMEs to review the Asin's.
- Developed a SharePoint Site which ease the overall process to RM's/Sr. Investigators/SMEs/back-up SMEs, trigger email notifications to the aligned SME and L5 manager.
- Managed a team of 35 new hires, productivity and quality metrics, by shadowing, and addressing personal and process challenges through the entire training and mentoring phase.
- Selected for Back Up Manager (L5) Opportunity for BLR – IND site for 9 weeks Dec'2021 - Feb'2022.
- Improving Process Yield and SLA: Successfully identified the waste & suggested changes for evaluation logic based on risk to eliminate redundancy.
- IPH Improvement Kaizen: Saved 40.57 FTE's worth of work, awarded Six Sigma Yellow belt.
- Selling Partner Account Compromise Kaizen: Reduce WW Selling Partner Account Compromises bad debt from 0.83 bps in 2018 to 0.37 bps in 2019, a reduction of 40% YoY hence reducing the bad debt incurred to organization by \$5MM every year.

## **Education- Tula's Institute of Engineering and Management**

B. Tech, CSE 2012 - 2016

## **Project Management Professional (PMP)** - Project Management Institute

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## **Core Competences**

Process Governance, Project Management, Continuous Process Improvements, Strategy Planning, Data Analysis / Data Modelling, Compliances & Regulations, Risk Analysis & Mitigation, Risk Assessment & Process Review, Fraud Detection & Prevention, Team Management & Leadership.

## **Personal Details**

**DOB** 17 May 1994

**Languages Known** – English, Hindi, Urdu, Kashmiri

**Address** – Tiger Four Al Tawun, Sharjah UAE.