MOHAMMED SALAUDDIN

Hyderabad, Telangana | 8500455998 | mohammadsalahuddin826@gmail.com

RISK OPERATIONS PROFESSIONAL | TRANSACTION INVESTIGATIONS & COMPLIANCE

PROFESSIONAL SUMMARY

Highly dependable and detail-oriented Risk Operations professional with a strong track record in transaction investigations, seller risk analysis, and compliance execution. Recognized for sound judgment in risk evaluation, precise documentation, and effective stakeholder communication across multiple channels. Proactively identifies variances, escalates complex issues, and leverages performance metrics to support business goals. Known for strong operational ownership, adherence to high-quality standards, and consistent delivery against productivity and compliance targets.

PROFESSIONAL EXPERIENCE

Amazon development centre. – Transaction Monitoring Specialist (Nov 2019 – Present)

- Conduct transaction investigations to identify and mitigate payment and seller-related fraud risks.
- Perform detailed risk assessments, ensuring compliance with internal policies and regulatory guidelines.
- Document investigation findings accurately and maintain audit-ready case records.
- Escalate complex and high-risk cases with clear analysis and recommendations.
- Utilize performance metrics to track productivity, quality, and SLA adherence.
- Acted as a process advisor to resolve operational challenges and improve workflow efficiency.

Amazon development centre. – Relay Operations Control

- Monitored real-time movement of line-haul trucks and trailers.
- Coordinated with drivers and internal teams to resolve on-road issues.
- Analyzed transportation data to identify delays and improve efficiency.
- Ensured compliance with safety and operational standards.

ICICI Bank Ltd. – Assistant Manager (Jan 2018 – Jan 2019)

- Managed a portfolio of high-net-worth clients, ensuring strong relationships and satisfaction.
- Recommended financial products contributing to an 8.3% revenue increase.
- Handled high-level customer escalations and mentored new team members.

- Created knowledge bases, troubleshooting flows, and KPI performance reports.
- Consistently exceeded KPIs including CSAT, AHT, QA, and NPS.
- Received multiple SPOT awards for outstanding productivity.

EDUCATION

PGDBM (MBA) – Human Resources & Marketing Management | London Management Academy

B.Tech – Electrical & Electronics Engineering | Ellenki College of Engineering & Technology (JNTUH)

SKILLS

Risk Assessment, Transaction Monitoring, Compliance, Stakeholder Communication, Escalation Management, Mentorship

MS Excel, MS Office, Mac OS X, AutoCAD, Pages/Numbers/Keynote, Six Sigma Green Belt