



# SHYLAJA SINGH

## Transaction Risk Analyst (Risk & Compliance)

Close to 6 years of substantial experience in Quality, Risk & Compliance predominantly in Retail and E-commerce Industry. Worked with the world's top retail/e-commerce companies in different verticals of Retail operations. Proficient in multiple client facing roles in handling critical risk & compliance projects.

### CONTACT INFO

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#### Address

#41, 2ND A Cross, Sunshine Layout  
TC Palya, Bangalore – 560036

### EDUCATION

#### B.B.M. - Finance

New Horizon Asian College, Bangalore  
Year - 2012

#### 2<sup>nd</sup> PUC

Indo-Asian College, Bangalore  
Year – 2009

### SKILL & TOOLS

- MS Office
- Advanced Excel
- Macros (beginner)
- Tally
- SQL (Basic)
- Project Management

### Professional Experience

#### Transaction Risk Analyst – Risk & Compliance

**Amazon** | DEC 2020 – Till Date

- Evaluate, analyze and Investigate fraudulent cases reported by vendors to ensure if breaching risk & compliance guidelines
- Independently handle Escalation queue (Fraudulent transactions) and vendor support query-based queues and provide resolutions by maintaining high quality
- Ensure compliance with procedures and SLAs while achieving quality and performance metrics
- Investigate complex cases and deep dive where necessary adhering to risk & compliance guidelines
- Identify & track root causes for vendor escalations and sellers reaching out to vendors
- Provide documented Root Cause Analysis for the issues/escalations/queries to all the associated stakeholders
- Analyze the trend of root causes for escalations/Seller-support queues and identify potential fixes
- Responsible for Audit & Quality checks by sampling escalation resolutions by the subordinates
- Responsible in Process mapping/enhancements/modifications post identifying resolutions in order to prevent same nature of escalations
- Work with site management and GPOs to assess possible root cause
- Provide support as and when mentoring new batches, Kaizens and cross trainings
- Exercise the art of customer obsession during solving Seller pain-points and use customized & clear communication
- Analyze data through the use of data-mining to drive decision of dive deep issues
- Execute on key team priorities and assists teammates with execution
- Support new hires or focus group investigators in the team to help them meet required performance standards

#### Lead – Quality Specialist

**TARGET Corporation** | JUL 2012 – APR 2016

- As a subject matter expert, audit and review guest calls answered by the vendor teams
- Coach and train the team members taking the call with the right feedback and processes
- Planning, formulating and executing weekly work allocation for the team
- Imparting training to new hires on the Red Card Guest Service process & mentoring and coaching them in their ramp up

## PERSONAL INFO

**Date of Birth** – 24th AUG 1991

**Passport** – Yes

**Hobbies** –

Travel Enthusiast

Dance, Music, TV Series

**Languages Known** –

English, Hindi & Kannada

- Providing timely update on work list ageing and agreement status reporting to Minneapolis partners and buyers
- Contributed quick fix project ideas to improve day to day process efficiencies.
- Working closely with dispute resolution and fraud team to update the credit card accounts of red card guests
- Handling back end data of the guests and also the first point of contact for verifying the fraud charges on the account by following the procedure and transfer the account to the Fraud Prevention team
- Responsible for tracking and driving all process parameters critical to quality for process delivery
- Working closely with Technology team in close the ticket raised by the team members for Technical issues

## PERSONAL SKILLS

- Excellent verbal and written communication skills
- Comprehensive problem-solving abilities
- Good interpersonal skills, assertive, flexible
- Willingness to learn, Understanding, Responsible, Trustworthy
- Strong Analytical skill