Shaik Mohammed Roshan Zammeer Hussai

Dublin, Ireland • mohrosh14@gmail.com • +353899827923

PROFILE

Fraud Risk Analyst with 3+ years of experience driving complex investigations across global marketplaces, including account takeovers, and merchant fraud. Specialized in second-level escalations, audit design, and SOP development that reduced CCR and AHT variances. Led cross-functional fraud mitigation initiatives involving policy, engineering, and WFM teams. Developed global training content, UAT test cases, and learning modules adopted across Amazon's WW risk operations. Proficient in SQL, Python, and Excel-based analysis. Recently completed MSc in Business Analytics with a focus on fraud analytics, prescriptive modelling, and data visualization. Recognized for quality leadership, proactive risk detection, and global process improvements in high-impact environments.

EDUCATION

University College Cork   Cork, Ireland.
MSc Business Analytics   **Sep 2023 – Aug 2024**
Key Modules: Business Data Analytics, Prescriptive Analytics, Python, Descriptive Analytics, Data Visualization

Annamacharya Institute of Technology and Sciences   Kadapa, India.
Bachelors in Technology, Mechanical Engineering   **Sep 2012 – Apr 2016**

WORK EXPERIENCE

SEPO Investigation Specialist I-EN, **Amazon Inc**.   **Hyderabad, India**. **Nov 2021 – Jun 2023**

- Launched and owned a global Weekly Learning Series for fraud and risk investigators, sharing actionable insights on emerging fraud trends and high-risk merchant behaviour patterns.
- Led AHS Escalation UAT testing and aligned SOPs across multilingual marketplaces, introducing a one-step resolution process that improved seller appeal clarity and enabled the reactivation of 5+ high-value accounts through cross-functional collaboration with global incident management teams.
- Conducted comprehensive data analysis using (Pivot Tables, VLOOKUP) Excel and produced weekly performance trend reports, achieving an average 96% target week over week.
- Audited newly implemented approval workflows for high-risk applications, leading to process enhancements that decreased investigator errors by 70% in one month.
- Led fraud investigations across global marketplaces (NA, EU, IN) with a focus on sanction screening, invoice validation, and account-level due diligence.
- Created global SOPs, learning modules, and 10+ case studies on supplier vetting, risky MoS, and seller behaviour, reducing defects by 30%.
- Identified invoice fabrication patterns and raised SIMs that drove SOP updates, preventing over 100+ CCR defects.
- Conducted reviews of new sellers to analyse risk signals, assess post-onboarding behaviour deviations, and evaluate merchant documentation, escalating sanction and watchlist hits as needed.
- Collaborated with Legal, Policy, and WFM teams to mitigate distributed fraud threats, perform re-review of appeals, and launch new audit gates and workflows.

Transaction Risk Investigator, **Amazon Inc**.   **Hyderabad, India**. **Feb 2020 – Oct 2021**

- Designed and maintained training and assessment modules for new investigators, achieving a 95% success rate by aligning onboarding with updated SOPs and driving improvements in policy, process, and invoice resolution.

- Identified web-based trends and conducted comprehensive investigations, contributing to the mitigation of high-risk cases, leading to the removal of over 200 high-risk accounts.
- Served as part of a rapid response and mentorship team, providing real-time case support, guiding new hires during onboarding, and coordinating with workforce teams to ensure SLA adherence at the queue level.
- Proactively identified and investigated customer account issues, developed and implemented solutions that led to account reinstatement and over 1,000 items sold in the first month.
- Managed weekly performance and compliance reports, providing transparent, data-backed insights on productivity, decision quality, and service-level adherence.
- Improved team knowledge and performance by driving training initiatives, conducted Root Cause Analysis (RCAs) which significantly improved the pass percentage from 70% to 96%, demonstrating a commitment to continuous learning and skill development.

Static Guard, Synergy Security Solutions.   **Cork, Ireland. Sep 2024 – March 2025**

- Provided front-line support to 500+ daily visitors, resolving payment queries and incident escalation for Cork Council Sites
- Handled access control, CCTV monitoring, and incident reporting while managing daily cash lodgement logs.

Crew Member, McDonald's.   **Dublin, Ireland. Jun 2025 – Present**

- Prepare and cook burger patties on the grill while supporting kitchen operations including order finishing and frying.
- Collaborate with team members to ensure smooth kitchen workflow and timely service during peak hours.

SKILLS

- Microsoft Office (Word, Excel, PowerPoint, Outlook, Teams)
- Risk Management
- Transaction Monitoring
- Project Management Principles
- Root Cause Analysis
- Fraud Analysis
- Stakeholder Management
- Risk Workflow Optimization
- Fraud Detection & Mitigation
- KYC/KYB Verification
- Auditing
- Escalation Handling
- SQL
- Python
- SOP & Policy Development
- AHT/NPT Auditing

CERTIFICATIONS & ACCREDITATIONS

- **CAPM – Pursuing** (PMI Certified Associate in Project Management)
- **Recognized for Outstanding Performance: RnR Awards & Zero Club Awards**, Amazon.
- **Robotics Championship Award**, Robozest 2014.
- **University Reasoning Award Winner**, Annamacharya Institute of Technology and Sciences.

LANGUAGES

English (Fluent) | German (Beginner) | Hindi (Fluent) | Telugu (Fluent) | Urdu (Beginner)