

# Mostafa Khaled

## Investigation Specialist

📍 Dubai, U.A.E

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## Summary

Results-driven Investigation Specialist with 7+ years of experience in e-commerce, risk management, and fraud detection across global marketplaces and telecommunications sectors. Proven ability to analyze complex datasets, identify policy violations, and enforce Amazon compliance and security standards. Skilled in root cause analysis, seller performance evaluation, and maintaining customer trust and marketplace integrity. Adept at cross-functional collaboration, case management, and delivering accurate, data-driven decisions in fast-paced, high-volume environments.

## Work experience

### Investigation Specialist

2023/ 01 - Present

Amazon - Cairo, Egypt

- Lead complex investigations supporting both merchant and customer experiences.
- Achieve high accuracy and productivity standards while maintaining SLA compliance.
- Communicate effectively across teams to ensure timely resolution and consistent customer satisfaction.

### Seller Support Specialist

2020/05 - 2023/01

Amazon - Cairo, Egypt

- Provided comprehensive seller support, ensuring prompt issue resolution and consistent service quality.
- Streamlined communication between sellers and internal departments, improving response efficiency.
- Maintained operational accuracy and customer satisfaction metrics.

### Resolution Specialist

2018/10 - 2020/05

Amazon - Cairo, Egypt

- Resolved high-impact customer trust escalations involving brand and data privacy concerns.
- Conducted root cause analyses and delivered actionable insights to enhance customer confidence.
- Partnered with technical teams to optimize investigation workflows.

### Customer Experience Associate

2017/12 - 2018/10

Souq.com - Cairo, Egypt

Handled diverse customer inquiries with professionalism and efficiency.

Built and maintained customer databases, ensuring accurate record-keeping and follow-ups.

Recognized for consistently exceeding service and satisfaction benchmarks.

### Retail Sales Associate

2016/10 - 2017/12

Vodafone - Cairo, Egypt

Delivered exceptional customer service, boosting sales through product upselling and cross-selling.

Conducted inventory audits and maintained transaction accuracy.

Trained new hires and contributed to overall store performance improvement.

### Customer Service Representative

2015/09 - 2016/10

Etisalat - Cairo, Egypt

- Lead complex investigations supporting both merchant and customer experiences.
- Achieve high accuracy and productivity standards while maintaining SLA compliance.
- Communicate effectively across teams to ensure timely resolution and consistent customer satisfaction.

## Education

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**Bachelor's Degrees in Commerce**

09/2009 - 05/2013

Cairo University – Cairo, Egypt

## Skills

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- Fraud detection, risk analysis, and policy compliance
- Data investigation and root cause analysis
- Case management and cross-functional coordination
- Decision-making under pressure in high-volume environments
- Marketplace integrity and customer trust management

## Languages

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- **Arabic** – Native / Mother Tongue
- **English** – Professional Proficiency