

SHAZID RAHMAN

Senior Business Operations & Risk Analyst

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Summary:

Business Operations & Risk Analyst with 7+ years at Amazon driving revenue growth, risk mitigation, and process optimization. Experienced in SQL (Redshift), RCA, policy gap analysis, and executive reporting. Delivered 17% YoY sales growth and reduced product return rates by 23% through data-driven operational strategy.

SKILLS:

- **Databases & Reporting:** SQL (Data Extraction), Amazon Redshift, Advanced Excel (Pivot Tables, Data Cleaning), WBR/QBR Reporting.
- **Risk & Investigation:** Fraud Detection, Intellectual Property (IP) Rights, Transaction Risk, Root Cause Analysis (RCA), Policy Gap Analysis.
- **Business Strategy:** Seller Experience (CX) Optimization, SOP Development, Stakeholder Management, Retention Strategies.
- **Tools:** Power BI and Amazon QuickSight (Basic Visualization), Amazon Internal Tools (SIM/TT/Spoofing), CRM Management.

EXPERIENCE:

Senior Investigation Specialist (Business Operations Analyst) | Amazon | Bangalore, India | March 2021 – Oct 2024

- **Business Growth & Strategy:** Leveraged SQL (Redshift) to identify high-value seller trends, driving 17% YoY sales growth by developing strategic "Plans of Action" for leadership.
- **Stakeholder Management:** Collaborated with Policy Makers and Account Managers to close critical SOP loopholes, improving the seller experience and increasing retention by 7%.
- **Process Optimization:** Reduced product return rates by 23% for major brands through root-cause analysis (RCA) of transit errors and cross-functional coordination with FBA teams.
- **Executive Reporting:** Owned the data storytelling for Weekly Business Reviews (WBR), converting complex metrics into actionable insights for business heads.
- Acted as a **Lead Trainer** for new hires and internal transfers, streamlining their onboarding process and ensuring 100% policy compliance.
- Led daily stand-up meetings to communicate leadership callouts and align team goals with strategic business objectives.

Investigation Specialist (Operations) | Amazon | Bangalore, India | July 2019 – March 2021

- **Risk & Policy Enforcement:** Conducted deep-dive investigations into seller accounts to mitigate transaction risk and ensure 100% adherence to Global Infringement Policies.
- **Quality & Mentoring:** Led quality audits to identify "False Positive" actions and mentored new hires on risk investigation procedures and internal tools.
- **SOP Calibration:** Partnered with internal teams to update and develop Standard Operating Procedures based on emerging fraud patterns.

Transaction Risk Analyst | Amazon | Bangalore, India | Feb 2017 – June 2019

- **Marketplace Protection:** Investigated third-party merchant accounts to detect and eliminate fraudulent activities, protecting Intellectual Property (IP) rights and marketplace integrity.
- **Analytical Problem Solving:** Evaluated "Plans of Action" for account reactivation under strict SLAs, balancing high-level risk assessment with business continuity objectives.
- **SOP Development:** Actively identified process gaps and suggested SOP improvements, collaborating with global stakeholders to refine investigation workflows.
- **Quality Assurance & Mentorship:** Performed regular quality audits with a high level of accuracy and mentored new hires on risk policies and specialized investigation procedures.
- **Tool Optimization:** Assisted in testing internal deep-dive tools, providing feedback to developers to improve data-reporting efficiency and investigation speed.

Technical Support Analyst | Convergys (Client: Microsoft) | Bangalore, India | Oct 2015 – Nov 2016

- Handled technical issues for Microsoft Windows and Office products within the defined Service Level Agreement
- Analyzed user queries and resolved technical issues, ensuring quick resolutions and an improved customer experience
- Helped streamline and simplify repair processes to improve overall customer experience and team

SELECTED BUSINESS IMPACT PROJECTS

Seller Performance & Retention Analysis (SQL & Excel)

- Analyzed large-scale datasets from Redshift to identify root causes for high appeal-rejection rates among Tier-1 sellers.
- **Result:** Identified a specific policy gap that led to a 7% increase in seller retention after recommending SOP updates to stakeholders.

Marketplace Risk & Return Mitigation (Root Cause Analysis)

- Performed a deep-dive investigation into product return patterns for high-value brands.
- **Result:** Discovered a logistics exchange error in the FBA transit process, leading to a 23% reduction in return rates and saving significant revenue for the brand and Amazon.

Professional Sabbatical & Upskilling | Oct 2024 – Present

- Following a successful 7+ year tenure at Amazon, transitioned into a dedicated sabbatical to complete advanced certifications in SQL, Python and Business Intelligence (Power BI). Focused on bridging deep-dive risk investigation expertise with data-driven operational strategy to prepare for senior leadership roles.

EDUCATION:

- Bachelor of Engineering in Mechanical Engineering
- East Point College of Engineering and Technology, Visvesvaraya Technological University (VTU), May 2015