

# BALAL SHAMS

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📍 Mughalsarai, Uttar Pradesh

## PROFILE

Dedicated and results-driven professional with a proven track record in safeguarding online ecosystems and ensuring the trust and security of one of the world's leading e-commerce platforms, Amazon. As a seasoned investigator, I specialize in detecting and mitigating suspicious activities that pose potential risks to Amazon, customers, and merchants.

## Certifications

- Advanced Microsoft Excel by Skill 91.
- Participation certificate by IIM Lucknow for Marketing Case competition.
- Accounting Fundamentals by CFI.
- Participation certificate by JBIMS for National level B-plan Competition

## Soft Skill

- Strong analytical skills with the ability to interpret data
- Familiarity with Microsoft Office .
- Excellent problem-solving skills
- Good communication and interpersonal skills

## Education Background

- **Bachelor Of Commerce**  
*Lal Bahadur Sastri Post Graduate Collage*  
Completed in 2019
- **Secondry Education**  
*Kendriya Vidhyalaya Mughalsarai*  
Completed in 2016
- **High School**  
*Kendriya Vidhyalaya Mughalsarai*

## Attended

- Attended Marketing Case Competition in Indian Institute of Management Lucknow .
- Attended Founder 2.0 National level B-plan competition in JBIMS, Mumbai.
- Attended Infection Prevention and Control ( IPC) for Novel Coronavirus organised by World Health Organisation.

## Professional Experience

### Amazon – Risk Investigation Associate

*March 2023- Present*

Key responsibilities:

- Responsible for investigating suspicious activities, minimizing online e-commerce risk, and maximizing trust in Amazon. Maintaining website quality and ensuring compliance with procedures.
- Systematically escalate problems or variance in the information to the relevant owners/teams according to processes and standards.
- Investigation of suspicious activity and behavior that could pose a risk to Amazon, customers, or merchants.
- Serving as the team point of contact in calibration calls aimed at uncovering process issues, finding solutions, implementing SOPs, and improving tools.
- Participating in special projects such as auditing cases and mentoring colleagues to enhance performance and achieve quality and productivity targets.

### Tech Mahindra – Customer Support Associate

*April 2022– September 2022*

Key responsibilities:

- Handle 100+ customer interactions per day, giving detailed, personalized, friendly, and polite service to ensure customer retention and satisfaction
- Answer calls by utilizing the company's call management system and other software
- Used strong product knowledge and problem-solving skills to assist customers with their concerns

## Internship

### Byjus Exam Prep ( Gradeup) – Academic Counsellor

*January 2021- February 2021*

Key responsibilities:

- Build sales by contacting and building relationships with new and existing clients
- Managing complete Sales process, including area mapping, cold calling, prospecting and pitching the product and services to the clients as per their requirements and usage behavior over the application.
- Responsibilities and Key Assignments: Responsible for generating leads and closing deals by identifying the needs of the clients through continuous interaction, probing and suggesting customized solutions to match requirements

### LetsEndorse Private Limited

(Small Business Consultant)

*December 2020– April 2021*

Key responsibilities:

- Identification of small/micro business aspirants and understanding their capabilities, adeptness sets, aspirations and enrolling them in the program and availing them in right direction to avail them achieve their desired outcome.
- Guide micro business aspirants through the adeptness-development programs and ascertain that they have access to all indispensable resources to commence/scale-up their businesses.
- Create a local area network of suppliers, banking partners etc. while maintaining excellent relationships and communications with them.
- Train the aspiring proprietors in every way possible for them to secure capital (as loan) from the banks and commence their enterprises
- Guide the entrepreneurs through company registration, taxation, licenses and other compulsory processes

## LANGUAGE SKILLS

- **English** Speaking / Written (Fluent)
- **Hindi** Speaking / Written (Fluent)