

# PRATHIKA ADARSH

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## PROFESSIONAL SUMMARY

Results-driven professional with expertise in KYC operations, fraud detection, abuse prevention, and compliance. Experienced in document verification, risk assessment, and escalation handling within multinational corporations. Adept at working with Paragon Workspace, investigative research, and mentoring team members for process improvement.

## PROFESSIONAL EXPERIENCE

### Amazon (March 2024 - March 2025)

*Investigation Specialist - KYC Operations*

- Verified KYC documents for EU & UK-based sellers, ensuring compliance with SOPs.
- Conducted fraud detection, document verification, and internal investigations.
- Prevented money laundering and suspicious activities through in-depth research.
- Achieved the highest audit scores and lowest defect rate among the team.

### Amazon (May 2023 - January 2024)

*SDS CAP Associate - Abuse Prevention*

- Handled abuse prevention and escalations to ensure policy compliance.
- Investigated suspicious seller activities and enforced platform integrity.
- Worked with internal teams to improve fraud detection processes.

### Amazon (July 2021 - March 2022 & April 2022 - December 2022)

*Customer Service Advisor & SDS CAP Team*

- Provided email support, resolving customer issues as per company policies.
- Specialized in handling escalations and ensuring effective resolution.

## EDUCATION

### Bachelor of Commerce (B.Com)

Sree Chaitanya Degree College, Godavarikhani (Satavahana University) | CGPA: 8.9 | July 2021

## CERTIFICATIONS & SKILLS

- Advanced Excel - VLOOKUP, pivot tables, conditional formatting, data validation, macros.
- Data Security & Compliance - Implemented security measures effectively.
- Anti-Money Laundering & Fraud Detection - Applied AML strategies to prevent financial crimes.
- Analytical & problem-solving skills with expertise in risk assessment.

## ADDITIONAL ACHIEVEMENTS

- Organized fun activities in weekly and monthly team meetings.
- Mentored teammates to improve process efficiency and compliance.
- Led private team discussions to enhance accuracy and reduce defects.