

Amal Abd ElMohsen

October, Egypt

Fraud Investigation Specialist

Fraud Investigation Specialist with 4+ years' experience at Amazon, reducing fraud-related losses, streamlining case management, and improving customer satisfaction. Skilled in fraud risk analysis, data visualization, stakeholder communication, and cross-functional collaboration. Experienced in mentoring, onboarding, and project coordination with proven success in global process alignment. Fluent in Arabic, English, and Spanish, with advanced proficiency in SQL, Tableau, Power BI, and AI-powered tools.

Work Experience

Fraud Investigation Specialist, Amazon

2021 - Present

- Utilized multiple internal email management applications, leading to a 20% increase in customer communication efficiency.
- Identified, documented, and communicated detected fraud trends, reducing fraud-related losses by 15%.
- Autonomously managed casework, achieving an 85% case closure rate within specified timeframes.
- Minimized fraud risks, contributing to a 10% decrease in fraudulent transactions.
- Collaborated with customer service to resolve inquiries, improving customer satisfaction by 25%.
- Acted as Point of Contact for the Connections Tool, improving team satisfaction by 30% through organized feedback sessions.
- Contributed to the quality team by conducting daily tasks, resulting in a 15% improvement in claims accuracy.
- Assisted new hires as an Onboarding Buddy, enhancing their training, which reduced Average Handling Time (AHT) by 10% while maintaining high quality standards.
- Completed the Ignite Training (Leadership Training), acquiring valuable skills and knowledge in leadership development.
- Conducted shadowing sessions for new hires, aiding in the improvement of their Average Handling Time.
- Organized a global Learning Series, aligning teams across Amazon and ensuring 100% compliance with new policies.
- Organized and facilitated a comprehensive Learning Series, delivering impactful trainings and process updates to worldwide Amazon teams, effectively cascading new policies and ensuring global alignment.
- As a GEMBA representative, collaborated with teams to resolve complex investigations, reducing employee investigation times by 20%.

ProjectManagerVirtual Assistant, Virtual Worker Now (VWN)

Aug 2019 - May 2021

- Processed and managed production and billing reports, ensuring 100% accuracy and reducing discrepancies by 20%, which improved financial tracking efficiency.
- Oversaw production order management, achieving a 98% accuracy rate in billing and preventing costly delays.
- Maintained effective communication with vendors and factories, strengthening partnerships, retrieving missing data, and reducing turnaround time by 15%.
- Maintained communication with vendors and factories, strengthening partnerships and reducing turnaround time by 15%.
- Developed and optimized production sheets and workflows, increasing team efficiency by 25%.
- Coordinated with the training team to design and deliver training materials, including creating visuals, recording sessions, assigning employees, and tracking completion through a customized monitoring sheet. Regularly updated content to meet evolving needs.
- Streamlined email and communication management, cutting response delays by 30% and ensuring timely follow-ups.
- Assisted management with travel arrangements, trip planning, and team-building activities, contributing to smoother operations and stronger collaboration.
- Supported clients with administrative and operational tasks, improving workflow efficiency by 20%.
- Developed creative marketing strategies and collaborated with the team to launch campaigns, increasing engagement by 15% and boosting response rates by 10%.
- Assisted the copywriting team with drafts and edits, ensuring consistent branding across platforms.
- Monitored inventory and implemented stock replenishment processes, maintaining 100% product availability and enhancing visual merchandising to increase in-store traffic by 12%.

AccountManager

LogicStream

Feb 2018 - May 2021

- Demonstrated ability to build and maintain strong relationships with clients, fostering trust and ensuring satisfaction.

- Utilized strong interpersonal skills to address and resolve client concerns or conflicts in a timely and effective manner.
- Effectively communicated with clients and internal teams to understand their needs, convey information, and negotiate solutions.
- Design, collect, and analyze multiple levels of employee and stakeholder feedback to improve client satisfaction and retention.
- Leveraged analytical skills to assess client needs, identify trends, and recommend strategic solutions to improve client satisfaction and retention.
- Maintained accurate records of client interactions, ensuring compliance with company policies and procedures, and providing detailed reports to management.
- Demonstrated flexibility and resilience in handling various client issues and adapting strategies to meet changing client requirements.
- Generated KPI reports to illustrate overall performance, providing valuable insights into key metrics and achievement

Customer Service Representative

2017 - 2018

Vodafone shared services

- Managed in-person, email, and mailed correspondence efficiently, ensuring timely responses and resolution of customer inquiries.
- Handled inbound customer calls, delivering detailed information regarding service or product upgrades, enhancing customer satisfaction and retention.
- Scheduled appointments with field teams to facilitate service changes or deliver new products, optimizing operational efficiency and customer convenience.
- Demonstrated exceptional multitasking abilities by managing a high volume of customer queries simultaneously, prioritizing tasks effectively to meet customer needs and expectations.

Core Skills

Fraud Risk Mitigation • AI Expert • Root Cause Analysis • Case Management • Stakeholder Communication • Training & Mentoring • Customer Experience Optimization • Data-Driven Decision Making • Quality Assurance • Project Coordination

Education

- AI Certificate – ALX-Mastercard Partnership
- Data Analysis & Visualization Foundation – Epsilon
- Project Management Course – University of California (Online)
- Digital Marketing Challenger – Egypt FWD

Technical Skills

- Data & Analytics: SQL • Power BI • Tableau • Google Charts • Excel
- Project & Workflow Tools: Trello • Slack • Monday.com • Asana
- CRM & Operations: Siebel • Citrix • Zoho • Paragon • Shopify
- AI & Design: ChatGPT • Gemini • Canva • Leonardo AI • Clip Studio Paint

Languages

Arabic (*fluent*), **English** (*fluent*), **Spanish** (*fluent*)

