

# MICHAEL J ONG

Trust Operations | Policy Enforcement | Product Strategy | Vertical Risk Support

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## SUMMARY

Senior trust policy leader with 5+ years building and scaling complex risk operations at AWS, Stripe, & eBay. Proven expertise building user verification flows, leveraging device intelligence signals, & brokering priority initiatives across competitive roadmaps. Subject matter expert in scaling identity/KYC infrastructure, balancing risk tradeoffs, and optimizing detection engineering. Track record developing winning cultures & owning north star risk metrics relevant to user trust & engagement. Deep industry knowledge in the modern risk & platform integrity environment.

## EXPERIENCE

### Manager II, Risk Policy, Account Security

#### eBay

10/2022 - Present Bellevue, WA

- Strategic Risk Vision:** Lead comprehensive account security strategy encompassing authentication, identity verification lifecycle, and account integrity risk across eBay's global seller population
- Product Development:** Direct policy/engineering partnerships for product roadmapping and UX optimization for ongoing KYC flows, reducing friction while maintaining platform integrity against emerging threats
- Automated Decisioning:** Leverage enterprise risk intelligence to build and optimize rule-based anomaly detection infrastructure, driving A/B testing initiatives for restricting onboarding fraud
- Customer Journey Design:** Own full spectrum user verification lifecycle including registration limits, ATO prevention, MFA compliance, and step-up authentication strategy, balancing security requirements with revenue enablement
- Risk Model Collaboration:** Partner with data science teams to develop ML detection solutions for onboarding compliance, ATO indicators, & streamlined appeals processing
- Operational Excellence:** Manage cross-functional risk team of analysts, specialists, and threat managers focused on scalable platform integrity
- ATO Variety SME:** address diverse threats (email checking bots/cred stuffers, proxyware, SIM swap/port out attacks, social engineering, cookie stealing, man in middle/session hijack)

### Risk Operations, User Trust

#### Stripe

11/2021 - 10/2022 Seattle, WA

- Cross-Platform Integration:** Optimized risk workstreams and built SOPs for payment verticals, directed risk engagement strategies for major clients including Shopify, Doordash, Kickstarter, and Lightspeed
- Managed global risk operations** across fraud, ToS compliance, KYC, and enterprise support with distributed team of 20+ analysts
- Led FTE/vendor analyst operations for hyper-growth environment** maintaining 98%+ SLA compliance, <1% escalation SLA breach
- Onboarding Experience Optimization:** Developed end-to-end UX solutions for payments ecosystem, reducing customer friction metrics by 17% week-over-week for >12 weeks
- Led cross-functional collaboration** with product managers, engineers, legal, and finance teams to optimize end-to-end user experience, reducing onboarding friction metrics by 17% week-over-week
- Owned UX focused tiger team** delivering critical KPI's/OKR's to executive leadership

## CORE COMPETENCIES

### Trust Operations

GUID velocity, step up strategy, MFA, target risk scoring, device integrity, IP reputation, geolocation tagging, session analysis, ZTA, JIT access

### Platform Integrity / Perimeter

KYC best practices, user appeals QA, spam disruption, fraud mitigation, bot reduction, content moderation

### Risk Product Strategy

Roadmapping, sprint backlog remediation, A/B testing, user story translation, step function funnel deployments, control group strategy

### Marketplace Policy

Digital wallets, seller onboarding, user-facing comms, forum administration, escalation intake

### Industry Tooling

Riskified, Stripe Radar, Sift, ThreatMetrix, Elastic Suite, ServiceNow, Atlassian Jira, Tableau, Zendesk, Twilio, Airtable, Checkr

## METRICS

Increased Precision/Recall on Asynchronous Model Detection by 12%/19% respectively

Completed full vendor migration with <2% leakage & kept expected downtime under SLA

Drove >40% bot activity reduction YoY

Maintained >98% SLA compliance across global queue distribution

Prevented >4M in ATO fraud losses across enterprise account segments

Lowered user self-report scam/spam escalations by 22%

Reduced FP good user fraud actions by 30%

## CERTIFICATIONS

### Critical Infrastructure Protection (CIP)

NWCA

### Trust & Safety Leadership

Wentworth Institute of Technology

### Incident Response & Digital Forensics

IBM

### AI Security & Governance

Securiti

### AI Fluency

Anthropic

## EXPERIENCE

### Manager, Vendor Risk

#### Amazon

📅 12/2020 - 10/2021 📍 Seattle, WA

- **Owned vendor compliance strategy** for omnichannel retail platform serving millions of vendors, managing policy enforcement operations spanning \$200K-\$30M in revenue
- **Leveraged device intelligence data** for aggregated risk scoring modeling, anomaly detection for identity ops
- **Scaled enforcement operations** including bulk fraud removals, IP infringement investigations, and abuse case management for Amazon's Customer Trust & Partner Support organization
- **Developed global operational workflows** and compliance frameworks for worldwide vendor sites, ensuring consistent policy application across diverse markets
- **Managed stakeholder communications** including critical escalation center of excellence and marketplace health reporting to executive audiences in weekly/quarterly business reviews

### Senior Investigator

#### Amazon Web Services (AWS)

📅 05/2020 - 12/2020 📍 Seattle, WA

- **Led 20+ global risk investigators** (8 NA, 12 APAC) providing seamless 24/7 coverage parallel to Global Security Operations Center activities
- **Identified and scaled response** to global patterns of ATO, cloud computing abuse, and financial crimes, recovering \$45M+ in platform resources
- **Managed quality assurance programs** with highest average team task resolution rate (7,500+ resolved cases) while maintaining comprehensive documentation standards
- **Conducted stakeholder briefings** on threat intelligence, policy violations, and enforcement actions to internal leadership and external law enforcement partners

### Security Operations Manager

#### Amazon

📅 06/2019 - 05/2020 📍 Portland, OR

- **Managed operational resilience** for 30+ retail and logistics sites across Pacific Northwest, leading driver investigations and carrier escalations
- **Developed external stakeholder relationships** with local and federal law enforcement for annual training exercises, crisis contingency planning, and threat assessment coordination

### Policy Analyst

#### Snohomish County Superior Court

📅 02/2018 - 05/2019 📍 Spokane, WA

- Researched & developed policies focused on reducing juvenile criminal deviancy/offender recidivism, & empowering rehabilitated populations

## EDUCATION



MS, Business Management & Strategic Leadership (Expected 2026)

Gies College of Business, University of Illinois Urbana-Champaign

📍 Champaign, IL

GPA

4.0 / 4.0



BA, Communication Rhetoric, Criminology

Whitworth University

📍 Spokane, WA

GPA

3.8 / 4.0



Graduate Certificate, Cybersecurity Risk Management

University of Washington

📍 Seattle, WA

GPA

4.0 / 4.0

## AWARDS



Global Security Academy, Amazon Security Initiative



Cybersecurity Cooperative Leadership Development Program, NCAE



Deliver Results Award, Amazon Web Services



Top Media Project, University of Washington CPE