Robert Smith

Dispute Analyst

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SUMMARY

As a Dispute Analyst position responsible for Researching data reporting with Transunion, Experian, and Equifax to ascertain information relevant to the investigation process, Responding promptly via email to disputes received from internal departments outlining dispute findings.

SKILLS

Customer Service Professional, Highly Organised, A Self Starter Capable Of Working Independently. Basic Computer Certifications With A Background In Maintenance, Creative Writing, Trained In Working With Special Needs Individuals. Production Coordinator.

WORK EXPERIENCE

Dispute Analyst

ABC Corporation - August 2010 – April 2013

- Investigated/resolved fraud claims/disputed charges within strict guidelines & time-frames.
- Requested all the necessary documentation in resolving each matter quickly and efficiently.
- Evaluated information to determine compliance with company standards.
- Assisted 3rd Party Collection Team with customer reports, dispute resolution and accounting analysis.
- Handled incoming and outbound calls concerning payments.
- Promoted up to a Dispute Analyst in 2-3 months.
- Collaborated with LoB to specify business purpose and objectives for all processes.

Dispute Analyst

Delta Corporation - 2008 – 2010

- Resolved customer credit card disputes Provided customer with account information Conducted inquiries on credit card policies and procedures Prepared .
- Work towards resolving 500+ disputes per month of consumers by analyzing the consumers concerns related to Employment Screening while handling .
- Conduct research on criminal and civil online county court websites, state and national registries to confirm or deny the consumers dispute.
- Work cross-business to resolve issues regarding outstanding court copies by teaming with the Client Services and Court Retrieval Research Group.
- Assisted in the dissemination of marketing materials Supported staff in preparing for presentations Received and directed visitors to appropriate .
- Ensure maximum customer satisfaction by providing excellent customer service Troubleshooting and resolving issues Banking skills Effectively .
- Analyze and process all dispute requests from customers in accordance to federal and departmental guidelines.

EDUCATION

Diploma In Communication

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