

Fraud Investigator

ROBERT SMITH

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Objective

Obtain a position in which my interpersonal, professional, and organizational skills will afford me the opportunity to make a unique and beneficial impact on the workplace. Specifically, I look to garner employment within a company in which my motivation, dedication to communication, and work ethic will provide me with the opportunity to grow as a professional and contribute to the success of the company and all its stakeholders.

Skills

Microsoft excel, Microsoft Word, Microsoft Office Tools, Windows, Notary Public.

Work Experience

Fraud Investigator

ABC Corporation - June 2007 - February 2008

- Research system issues related to SQL created reports.
- Investigated first party fraud incidents against HSBC.
- Researched merchants through the Internet to verify company legitimacy.
- Communicated with other banks researching ownership of checking accounts being used to pay HSBC.
- Investigated incidents of identity theft using tools like Lexis Nexis.
- Processed written, email and telephone inquiries from fraud victims and perpetrators in both English and Spanish.
- Filed suspicious activity reports (SAR) to appropriate Federal and State agencies.

Fraud Investigator

ABC Corporation - 2002 - 2007

- Completed investigative tasks which require ordering statements and copies of charges.
- Contacted customers to complete a reasonable investigation of a claim.
- Worked with Law Enforcement to pursue additional recoveries.
- Responsible for completion of BSA referral forms.
- Provided a high standard of professional, caring, and friendly service while maintaining or exceeding the established standards for productivity and quality.
- Resolved complex issues with little or no supervision and worked independently or with a team.
- Oversaw new hires by exemplifying best demonstrative practices and answering questions..

Education

- (University of Louisiana Journalism And Communication - Lafayette, LA)