

Fraud Prevention Representative

ROBERT SMITH

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Objective

To gain employment in a company where initiative and good work ethics are rewarded in order to gain promotion and make a career out of my time invested in working there. There are employees who work for a paycheck and there are employees who work for their future.

Skills

Inventory Management, Microsoft Office, Bilingual, Typing 100 WPM.

Work Experience

Fraud Prevention Representative

ABC Corporation - 2016 - 2021

- Managed and manually reviewed consumer online transactions for fraudulent activities including identity theft, account takeover, family fraud, and other potential risks.
- Interviewed customers via phone to determine transaction legitimacy and provided phone support on the escalated line to refund transactions and further investigate suspicious activity.
- Performed customer-service duties which included responding to inquiries and resolving problems via phone and email.
- Teamed with functional areas of the Electronic Operations Center, including Risk Management, Financial Services, and System Administration regarding changes and updates to policies upgrades and customer-care issues.
- Assisted with training new employees.
- Consistently surpassed expectations due to strong performance and exceeding transactions per hour goals.
- Provided excellent customer service while making decisions on transactions and resolving issues on the escalated line

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Delta Corporation - 2015 - 2015

- Handled incoming calls from Bank of America Customers whose debit cards had been locked due to potential fraudulent activity.
- Would review transactions with BOA customers and verify no fraudulent activity.
- Unlock cards and add travel plans in order to prevent future debit card lockouts.
- Received Way to Go Award for excellent customer service Performed liaison responsibilities between consumer and fraud investigators Maintained.
- Manage Customer Online accounts Verify Information with Issuing Banks Investigate potential fraud with online ordering.
- My responsibilities are verifying transactions and closing accounts if they have any sort of unauthorized transactions that are found either.
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Education

High School Or Equivalent