

# ROBERT SMITH

## Fraud Prevention Representative

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

To obtain a Fraud Prevention Representative position that will allow me to utilize strong documentation, interpersonal, and leadership skills.

### CORE COMPETENCIES

MS office, Team Work.

### PROFESSIONAL EXPERIENCE

#### Fraud Prevention Representative

**ABC Corporation - 2017 – 2021**

##### Key Deliverables:

- Demonstrated a clear understanding of my job through the accuracy of my decision making.
- Documented the fraud activity and sent the account information to the Fraud Investigation teams.
- Received numerous compliments from clients for quality performance and attention to needs.
- Specialist may created and maintained fraudulent activity logs/records, interpret data, identify trends and produce reports for management and business partners.
- Worked as an individual contributor and in a team environment.
- Handled private and sensitive personal and financial information with the utmost professionalism.
- Experienced in fraud detection and consumer loan underwriting preferred.

#### Fraud Prevention Representative

**Delta Corporation - 2015 – 2015**

##### Key Deliverables:

- Duties include taking inbound calls from GE Money customers with questions and concerns regarding possible fraudulent activity on their credit.
- The responsibilities consist of detecting and preventing fraud or further fraudulent activity on credit accounts for our customers to reduce loss.
- Provided a high level of customer service and client relations based on outstanding communication and interpersonal skills.
- Conferred with customers to investigate charges on credit card to determine if fraudulent in nature.
- Communicated with banks and credit card companies to accurately identify person in question.
- Analyze account ,investigate fraudulent activity in multiple systems.
- Responsible to protecting our customers personal information.

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### EDUCATION

- High School Diploma