

ROBERT SMITH

Fraud Prevention Representative

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SUMMARY

Worked in fast-paced environments demanding strong organizational, technical, and interpersonal skills. Excels at interfacing with others at all levels to ensure organizational goals are attained. Detail-oriented and resourceful in completing projects and the ability to multi-task effectively. Trustworthy, ethical, and discreet committed to superior customer service.

SKILLS

Team Leader, Training & Development.

WORK EXPERIENCE

Fraud Prevention Representative

ABC Corporation - November 2008 – August 2011

- Provided quality customer service to a diverse population including individuals from different countries around the world.
- Worked well under pressure with constant interruptions.
- Employed problem-solving techniques regarding discrepancies with online orders.
- Worked with diverse populations - including individuals from different economic and cultural backgrounds.
- Communicated effectively with individuals from a diverse population on a daily basis.
- Handled both English and Spanish calls.
- Demonstrated good listening skills able to relate to customers/banking institutions/law enforcement officers over the phone.

Fraud Prevention Representative

Delta Corporation - 2003 – 2008

- Fraud Prevention Representative - Recognize and take action on online fraud.
- Verify identities by phone conversations with banks and customers.
- Execute Pattern Recognition Fraud Prevention.
- Utilize SAP Systems, Lexus Nexus Security, bank security programs, foreign and domestic social media search engines.
- Detect fraudulent activity on the cardholders credit cards through spending patterns Review and contact cardholder for verification of charges and .
- Review suspicious activity on cardholder accounts Take cardholder fraud claims over the phone Handle suspicious callers and merchant point of sale .
- Aided customers in establishing fraud claims, new accounts and issuance of new cards; responsible for reporting all pertinent information for use in .

SCHOLASTICS

- BS In Education