

ROBERT SMITH

Fraud Prevention Representative

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To obtain a job to be able to provide great customer service to patients and make sure they get what they need for any circumstance For their protection and security.

EXPERIENCE

Fraud Prevention Representative

ABC Corporation - JUNE 1994 - AUGUST 1998

- Utilized exceptional and interpersonal skills in fraud detection to produce \$500,000 in savings to the company.
- Reviewed cardholder accounts and analyzed for possible fraudulent activity.
- Placed outbound calls to cardholders to verify activity.
- Provided service which exceeded the company and/or customers expectations.
- Analyzed clients accounts for any possible fraud activity.
- Communicated the possible fraud to the clients.
- Terminated the account and established a new account to replace the fraud account.

Fraud Prevention Representative

Delta Corporation - 1989 - 1994

- Analyze and interpret trends that identify recurring loss issues Mitigate identity theft by proactively monitoring and assessing online fraud trends .
- Duties and Responsibilities handled telephone inquiries from customers and verified Internet sales processed applications and account transactions .
- Looked for trends in customer orders to a. }id fraud.
- Worked with customers & banks on incoming & outgoing phone calls.
- Followed laws & regulations to do the job successfully.
- Reviewed Paypal accounts to determine the legitimacy of the account/account holder and associated risk for the potential fraudulent eBay auctions and .
- Answering phone calls, cancelling and reordering new debit cards for customers.

EDUCATION

- GED



SKILLS

Customer Care ,problem Solving ,multitasking,listening.