

Robert Smith

Fraud Prevention Representative

PERSONAL STATEMENT

Results-driven Fraud Prevention Analyst and Customer Service Specialist. Highly organized with strong verbal and written communication skills and problem-solving techniques. Skilled in training and coaching staff with a proven ability to transfer job knowledge and skills to all levels. Areas of expertise include: Research Problem Solving Leadership Flexibility Team Player Mentoring.

WORK EXPERIENCE

Fraud Prevention Representative

ABC Corporation - March 2013 - May 2015

Responsibilities:

- Responsible for processing online transfers to prevent fraudulent activity associated with consumer scams, account takeover, identity theft and friendly fraud.
- Developed and maintained best practices to guard against and reduce financial risk due to fraud.
- Resolved fraud related issues in compliance with local, state, federal and international laws and regulations.
- Responded to customer questions and provided assistance upon request from other staff.
- Effectively processed requests and transactions in an efficient and concise manner.
- Answered 940 calls on average per month in order to detect and prevent financial loss for the consumer and the company.
- Processed 348 customer inquiries and complaints on average per month via phone and email; maintained a calm and professional manner to resolve concerns and educate on procedure.

Fraud Prevention Representative

Delta Corporation - 2009 - 2013

Responsibilities:

- Customer Service Representative position in September 2008 for the Flower Mound, Texas location Discover Financial Services New Albany, OH .
- Minimized potential fraud on companys website by verifying purchases, account holder identity, and transactions.
- Received inbound calls and made outbound calls.
- Sent emails corresponding to purchase.
- Identified and reported fraud trends.
- Complete fraud set up applications for investigation customer service complete account payments by phone send out emergency cards update customer .
- Full-time (40 hours per week) Identified and cancelled fraudulent internet orders to avoid future chargebacks.

CONTACT DETAILS

1737 Marshville Road,
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SKILLS

Customer Service,
Excellent Written And
Verbal Communication,
Team Building,
Leadership, Fraud
Prevention, Fraud
Detection, Compliance,
Process Improvement.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

Education

Diploma