

Objective

Quality and Accuracy-oriented customer relations professional with expertise in: Organization, Time and Work-flow management, active listening skills, problem-solving, Leadership and supervision, planning and resolution, excellent organizational and analytical skills, recognized for being friendly, social, communicating well with others, resilient, hardworking, determined, dependable and always willing to encourage and support others.

Skills

Legal, Collections.

Work Experience

Fraud Prevention Representative

ABC Corporation - 2013 – 2014

- Managed online accounts and resolved financial discrepancies while retaining loyal customers, collecting debt and preventing escalations.
- Handled customer phone calls related to pending transactions and the escalation line.
- Monitored consumer transactions for fraudulent activity including identity theft, account take over, friendly fraud, consumer fraud, and other potential risks.
- Supported Tier 1 representatives via the phone and email to resolve issues related to transaction processing and submittal Monitor queues and communicates workloads to team providing visibility to current work volumes.
- Partnered with other functional areas of Electronics Operations Center, including Transaction Security, Financial Services, and System Administration to ensure continuity of departmental goals and objectives.
- Escalated issues to management and other functional areas as necessary regarding changes/updates to policies, upgrades and customer care issues.
- Provided analysis and feedback on consumer behavior requested from senior management.

Fraud Prevention Representative

Delta Corporation - 2009 – 2013

- Detect fraudulent activity on the cardholders credit cards through spending patterns Review and contact cardholder for verification of charges and .
- Macys Credit and Customer Service Center November 2014 Fraud Prevention and Electronic Gift Card Department - Managed claims for EGC issues and .
- Managed claims implementing consumer protection, fraud analytics and fraud prevention applications on compromised and lost and stolen EGCs.
- Omni channel Macys.com inquiries, Star Reward Promotional Programs and Viper and Fed-fil shipping inquiries etc.
- 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.

Education

Post Baccalaureate Certificate In Paralegal Studies - (St Petersburg College - Saint Petersburg, FL)