

# ROBERT SMITH

## Fraud Prevention Representative

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Energetic, efficient customer service and fraud prevention specialist with reputation for producing high volume, error-free and high quality work. handle confidential information on a daily basis with tact and ease. Results oriented performer, adaptable and highly efficient in fast paced environment with ability to successfully handle multiple tasks and projects within tight deadlines.

### **APRIL 2004 - APRIL 2004**

#### **FRAUD PREVENTION REPRESENTATIVE - ABC CORPORATION**

- Helped thousands of fraud Identity theft victims by managing Inbound and outbound fraud prevention calls.
- Researched and analyzed internal fraud reports for possible fraud prevented future losses.
- Identified areas that needed increased security procedures to protect customers accounts.
- Highly sensitive information was researched and reports were executed on advance security applications.
- Maintained a high level of customer services by consistently ranking at the top 5% of the quality score of the team.
- Exercise effective communication with customers via telephone and mail which resulted in an increase of the customer satisfaction score for Capital One in 2015.
- Completed ongoing training to stay abreast of the latest laws and regulations applicable to financial services.

### **2001 - 2004**

#### **FRAUD PREVENTION REPRESENTATIVE - DELTA CORPORATION**

- 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.



## **EDUCATION**

GED

## **SKILLS**

Cashier Experience, Customer Service Experience.