

ROBERT SMITH

Fraud Prevention Representative

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Fraud Prevention Representative with effective customer service skills focused on resolving client issues and supporting team effort. Key strengths are listening, problem solving, communications and follow-through with clients. Recognized for quality, high productivity, and strong work performance with accuracy.

CORE COMPETENCIES

Customer Service, Call Center, Microsoft Office.

PROFESSIONAL EXPERIENCE

Fraud Prevention Representative

ABC Corporation - 2005 – 2008

Key Deliverables:

- Monitored accounts/orders for fraud.
- Identified verification.
- Assisted with discrepancies.
- Set up fraud claims.
- Activated/Deactivated account.
- Setup new accounts.
- Monitored consumer transaction activity for fraudulent activity including Identity theft, account takeovers, friendly fraud and other potential risks.

Fraud Prevention Representative

Delta Corporation - 2001 – 2004

Key Deliverables:

- 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.
- Received Way to Go Award for excellent customer service Performed liaison responsibilities between consumer and fraud investigators Maintained.
- Manage Customer Online accounts Verify Information with Issuing Banks Investigate potential fraud with online ordering.
- My responsibilities are verifying transactions and closing accounts if they have any sort of unauthorized transactions that are found either.
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EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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

