

# Robert Smith

## *Fraud Prevention Representative*

### PERSONAL STATEMENT

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.

### WORK EXPERIENCE

#### ***Fraud Prevention Representative***

**ABC Corporation - October 2011 - October 2012**

##### *Responsibilities:*

- Partnered with other functional areas of the Electronic 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 policy or customer care issues.
- Worked 3857 transactions on average per month by utilizing strong investigative skills and research techniques to identify fraud by analyzing account history, dollar amount, location and current trend indicators.
- Detected and prevented fraudulent and high-risk personal loan applications and fund issuance.
- Reviewed and analyzed identification and income documents for authenticity and accuracy.
- Thrived in a fast-paced environment balancing the need to support inbound and outbound call volume while meeting production and quality goals.
- Verified true customers, identified fraudsters, and advised victims accordingly.

#### ***Fraud Prevention Representative***

**Delta Corporation - 2009 - 2011**

##### *Responsibilities:*

- 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.

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Photography, Photoshop.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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

## Education

Associate of Arts