

Robert Smith

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Fraud Prevention Representative

SUMMARY

Talented Fraud Prevention Representative with more than seven years in service related roles. Currently pursuing a degree in IT security with an emphasis in programming languages. Current classes include HTML, JAVA and SQL.

SKILLS

Customer Service, Billing Skills.

WORK EXPERIENCE

Fraud Prevention Representative

ABC Corporation - 2013 - 2015

- Interviewed victims of fraud to gather all necessary facts for a fraud case and make recommendations for protective measures.
- Processed fraud referrals, manage escalated calls, and provide support for the Member Support, Credit, and Small Business departments.
- Navigated multiple computer system windows, applications, and utilize search tools to research individuals and businesses.
- Responded to fraud alerts and consumer statements on customer reports.
- Adhered to and complied with applicable federal and state laws as well as company policies and procedures.
- Gathered, logged, and tracked information to determine impersonation and potential fraud rings.
- Provided excellent customer service and effectively communicate with customers, victims, suspects, and financial representatives.

Fraud Prevention Representative

Delta Corporation - 2009 - 2011

- 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

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