

ROBERT SMITH

Jr. Fraud Prevention Specialist

E-mail: info@qwikresumc.com

Phone: (0123)-456-789

SUMMARY

have been customer service last 16 years. would like continue same field. have also worked hospital environment directly with patients. Maryvale Samaritan hospital back 1975 thru 1984 Patient Services Rep. IN the ER acquire a patient information including insurance provider make chart for Doctor. This would field choice available.

SKILLS

Microsoft, As400, Outlook, Account Management, Windows Xp, Word, Excel, Faxing, Customer Service, Computer, Communication.

WORK EXPERIENCE

Jr. Fraud Prevention Specialist

Chase Bank - April 2015 – 2020

- Call center, working with customers the have possible fraud debit cards.
- Maked sure fraudulent transaction.
- wased not would reopet debit card customer.
- actual fraudulent transaction , would close card order new card for customer.
- maked sure customers was completely satisfied at end conversation.
- Was able accomplish great level customer service.
- quality calls where noticed management company.

Jr. Fraud Prevention Specialist

Delta Corporation - 2011 – 2015

- Communicate with customers, branches, relationship managers regarding possible fraudulent checks posted to customer accounts.
- Deposited return item processing Research deposit item returns Items paid over stop payment request also serving PNC family internal and external.
- with Apple Inc.
- using analytical skills and extensive knowledge of best practices for order exception management and working to resolve order issues properly within .
- Answer calls Customer service Team member Accomplishments Being able to improve my customer service skills and knowledge to interact with a customer .
- Outbound calls to mastercard customers.
- While working with the company Verizon Wireless AKA GC services I worked in the Fraud and Identity Theft department.

SCHOLASTICS

- Medical Assisting In Medical Assisting - 2013(Arizona College - Mesa, AZ)