

ROBERT SMITH

Asst. Fraud Prevention Specialist

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love learn new techniques find ways with them help another better understand job. Working with different types people make more professional enthused work more. very ambit certain place life. an very detailed, organized, reliable ,trustworthy person.

EXPERIENCE

Asst. Fraud Prevention Specialist

ABC Corporation - SEPTEMBER 2013 - OCTOBER 2014

- Answer inbound calls for customers with fraudulent activity on their account international calls, cloning, and device changes.
- Credit accounts for fraudulent calls.
- Put notes different systems.
- Unsuspend accounts with wrong devices on account first switching devices back original device and then reconnecting the phone.
- Made outbound calls to customers to verify activity on account.
- not able to get contact with customer leave voice mails customer give Verizon Wireless call back without stating why call being placed.
- answer hotline customer phone so they want able make no outbound calls so they can get prompt right back to our main number.

Asst. Fraud Prevention Specialist

Delta Corporation - 2008 - 2013

- Daily process customer deposit transactions according to detailed customer specific instructions Daily post entries to accounts, make adjustments, .
- High volume call center; inbound/outbound.
- Generating new accounts, reviewing and restricting accounts from further credit fraud losses.
- Investigate unauthorized activities; educate our customers and victims of the best practices to prevent unauthorized access to their accounts while .
- Maintained a high case accuracy bosting an average of 98% Helped identify new fraud trends Proficient at doing thorough research at a fast pace .
- Review reports for potentially fraudulent transactions and manage calls on fraud issues from operational departments, investigating leads from .
- Complete information requests and fraud tasks for assigned cases and provide superior customer service to internal and external customers.

EDUCATION

- HS Diploma in Construction - 2009(Construction Careers Center - s)

SKILLS

Microsoft Office, Excel, PowerPoint, Bilingual.