

# Robert Smith

## Lead Fraud Prevention Specialist

### PERSONAL STATEMENT

have 3 years experience, including Customer Service Representative (CSR), Sales Associate Customer Service Associate industries including Insurance Agents, Brokers, Service, Apparel Accessory Stores.

### WORK EXPERIENCE

#### Lead Fraud Prevention Specialist

ABC Corporation - October 2013 - December 2013

##### Responsibilities:

- Received inbound calls from customers responding voicemail or email.
- Responded to customer information requests; collaborated with cross-functional departments ensure timely accurate response.
- Reconcile accounts with clients.
- Partnered with other departments needed confirm certain information communication, including Sears retail stores.
- Communicated requests, request information support related communication and update resolutions appropriate.
- Reviewed analyzing potentially fraudulent credit card transactions.
- Researched customer accounts that demonstrated potentially suspicious activity from a variety of reporting generated transactional alerts.

#### Lead Fraud Prevention Specialist

Delta Corporation - 2012 - 2013

##### Responsibilities:

- Using various online tools to determine fraudulent actions or fraud patterns.
- Contacting banks and customers for verification purposes of good orders.
- Sorting orders by daily cut off to ensure prompt shipment.
- Serving the European market and supporting the US/Canadian when needed.
- Fraud prevention identity theft, account takeover, proactively closing accounts against True Name Fraud, - True customer verification via VerId and .
- Achievement(s) Saved over \$1 million by proactively stopping fraud, handled high profile cases.
- Review reports for potentially fraudulent transactions and manage calls on fraud issues from operational departments, investigating leads from .

### Education

Diploma in History - (Des Moines East High School)

### CONTACT DETAILS

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

### SKILLS

Management, Microsoft Office, Customer Service, Call Center.

### LANGUAGES

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

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

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