

ROBERT SMITH

Lead Fraud Specialist

info@qwikresume.com | [LinkedIn Profile](#) | [Qwikresume.com](#)

Seeking employment that allows me to grow professionally, while being able to utilize my skills for the betterment of the organization with the best use of dedication, determination and resourcefulness.

EXPERIENCE

Lead Fraud Specialist

ABC Corporation - 2011 - 2014

- Reviewed daily reports to monitor possible fraudulent banking activities.
- Processed levies & garnishments for federal and state agencies, following each states specific guidelines.
- Processed charged off accounts and reported to appropriate collection services.
- Conducted and assisted on fraudulent investigations to protect the bank and its customers when suspicious activity was deemed probable fraud.
- Assisted branch personnel with inquiries regarding suspicious and possible fraudulent banking activities and took the appropriate steps to protect all parties involved.
- Customer Service Representative Provided outstanding customer service while processing a wide variety of financial transactions accurately and efficiently.
- Identified other possible financial product needs for the banking customers and referred them to the appropriate party to further enhance customer relationships.

Fraud Specialist

ABC Corporation - 2007 - 2011

- for the Deepwater Horizon Program.
- Supervised and assigned reviews to fraud reviewers.
- Drafted scheme reports with potential or confirmed fraud findings based on extensive research, analysis and financial data examination.
- Completed weekly deadlines for various database reports used for detecting and preventing suspicious activity or potential fraud related to existing or new schemes.
- Cross examined financial and various other documents against several hundreds of claims for scheme activity.
- Personally created a method for exposing clear findings of financial fraud across several claimants by calculating percentage variances in financial data.
- This method was adopted by the Claims Administrators Accounting

Department..

EDUCATION

- Education - 2015(Carthage College)

SKILLS

Customer Service, Account Management, Retention, Collections.