

# Robert Smith

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## Investigative Specialist

### SUMMARY

Investigative Specialist with 1 year of experience in Responding to customer inquiries about our company, platform and insurance billing features. Responsible for Answering all inbound support emails within 60 minutes or less, continually striving for swifter response time.

### SKILLS

Planning, Communication Skills, Customer Service.

### WORK EXPERIENCE

#### Investigative Specialist

ABC Corporation - May 2006 - October 2007

- Reviewed case material to include affidavits, Report of Investigations, financial documentation, and/or other case types as deemed appropriate, for closing action.
- Scheduled additional investigation requirements to include when necessary.
- Conducted a cursory review process by determining deficiencies for further federal review or complete closing.
- Communicated and worked cooperatively in a team-based environment.
- Performed ongoing and special projects as well as other duties as assigned.
- Conducted law enforcement checks with police departments, courts & magistrates either by Fax, Mail, or In-person calls to police departments, courts & magistrates Type and transmit reports in government websites PIPS-R to PIPS.
- Conducted database searches via ISO and TLO for claims history and background information on insured and claimant.

#### Investigative Specialist

Delta Corporation - 2006 - 2006

- Conduct detailed recorded interviews with all parties involved in questionable claims, including the responding police officer and witnesses.
- Interpret policy language and endorsements to determine if coverage exists.
- Make a recommendation upon completion of the investigation and work claim to the conclusion.
- Conducted physical surveillance on counterterrorism, counterintelligence, and public corruption investigations as a member of the Albany Divisions.
- Worked for the FBI Foreign Counter Intelligence Division in NYC.
- Conducted extensive covert surveillance Worked on classified investigations and received two commendations for efforts.
- Selected to work high-level operations on Temporary Duty all over the country.

### EDUCATION

G.E.D