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Objective: As an experienced fraud review and risk management analyst for credit and debit cards and experienced in video verification reviews, I want to explore a role where my existing skills in the areas of fraud reviews, risk, administration and customer service can be utilized by a progressive and innovative company.

Company : **Upwork.com**
Position Title : **Customer Identity Specialist**
Period : **October 2019-April 2021**

- Responsible for providing security to the platform by conducting video verification interviews, real-time reviewing of customer's accounts and taking action on the accounts thereafter utilizing the tools available

Company : **J.P Morgan Chase**
Position Title : **Senior Service Specialist I - Representments**
Period : **May 2017 – Sept 2019**

Position Title : **Customer Service Specialist II/ Fraud Review Analyst (Credit Card Fraud)**
Period : **October 2014 to May 2017**

Position Title : **Customer Service Specialist II (Debit Card Fraud)**
Period : **January 2012 to October 2014**

Position Title : **Fraud Escalations and VIP Assistance (Credit Card Fraud)**
Period : **September 2008 to December 2012**

Position Title : **Risk Management Analyst I and II (Credit Card Fraud)**
Period : **March 2007 to September 2008**

Position Title : **Fraud Escalations and VIP Assistance (Credit Card Fraud)**
Period : **September 2008 to December 2012**

- Play a key role in contributing to the profitability of the organization by doing a thorough review and investigation of cardholders' fraud claims to recover losses from Chargebacks to Representments.
- Answer incoming calls from credit card holders who suspect fraudulent activity on their account and does outbound calls to merchants and customers for a reasonable investigation.
- Responsible for reviewing security information and account activity with mostly VIP cardholders, identifying the type of fraud and setting accounts up for investigations.
- Assist with taking inbound calls from merchants, merchant centers and branches with the purpose of detecting fraud or providing authorizations at the point of sale. This responsibility includes interviewing the customer at the point of sale and verifying their security information and account activity.
- Provide assistance and take escalated calls from analysts to make sure both card holders' and analysts' concerns are addressed appropriately.
- Help in the growth and success of the process through mentoring/coaching and conducting cross-training

Company : **Sutherland Global Services Inc.**
Position Title : **Customer Service Representative (PayPal- North America)**
Period : **October 2006-March 2007**

- Answering incoming telephone calls from members who has queries regarding their transactions
- Provide solutions and troubleshooting to minor website development issues

Company : **ICT Marketing Services Inc.**
Position Title : **Customer/Technical Support Representative/Reports Analyst**
Period : **April 2004-August 2006**

- Receive calls; provide customer service and technical support
- Handles outbound program for Dun and Bradstreet to gather and update business information
- Handles inbound program as a Technical Support Representative for VTECH and AT&T phones
- Troubleshoot phones for customers (from hardware to program installation) and process orders for customers using Oracle database
- Appointed as a Reports Analyst for 2 programs: Dun and Bradstreet and Equifax
- Generate reports to monitor the growth of each program through MS Excel, directly reporting to Operations Manager
- Reviews information and create graphs from gathered data for easy monitoring on a weekly basis

SKILLS

- Proficient in Microsoft Office
- Flexible, customer and service-oriented, portrays good leadership
- Capable of working even with minimum supervision
- Ability to work as part of a team
- Excellent analytical and problem solving skills
- Able to demonstrate good oral, written, and telephone communication skills.

EDUCATIONAL BACKGROUND

Bachelor's Degree

Field of Study : Bachelor of Science in Information Technology (BSIT)
Institute/University : Pamantasan ng Lungsod ng Manila, Philippines
(University of the City of Manila)
(2000 – 2004)

REFERENCES

Betchay Costales Team Leader
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