

# JOANNA FE HISTORILLO

## CONTROL AND FRAUD OPERATIONS ANALYST

### CONTACT ME AT



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### SKILLS SUMMARY

- Verbal and Written Communication
- Microsoft Proficiency
- Training and Presentation
- Reporting and Alert Generation
- Analytical and Problem Solving
- Multi-tasking and Time Management

### EDUCATION

Bachelor of Science  
Major in Computer Engineering

Eulogio "Amang" Rodriguez  
Institute of Science and Technology  
2008 - 2013

### PERSONAL PROFILE

Fraud Analyst with more than 8 years of experience in the financial industry particularly in Fraud Prevention/Detection, Risk Mitigation, Reporting, Training, and Project Management. I am seeking for a competent and healthy working environment that promotes drive, logic and multi-tasking in order to achieve a practical objective in a specified time frame.

### WORK EXPERIENCE

#### Control and Fraud Operations Analyst

E\*trade Information Services LLC | Jan 2018 - Sept 2021

- Monitored and investigate various fraud prevention / detection and suspicious activity alerts to identify potential risk and/or losses while ensuring that productivity, quality, and service level agreements are being met
- Investigated and verified both the source of funds for deposits and the receiving accounts for withdrawal to prevent money laundering schemes
- Reviewed and monitored trading activities using several tools to prevent fraud and market manipulation
- Worked closely with Customer Service, Investigations, Payments, AML and Compliance to remediate issues with accounts that have been victimized by fraud
- Identified and communicate new fraud scenarios and/or process gaps to management as observed during ongoing review of customer accounts, and help with testing new parameters and profiles within the detection systems
- Adhered to Compliance and AML rules and regulations
- Communicated directly with high-valued platinum clients and representatives within the institution to resolve issues
- Processed payments such as wire, ACH and check
- Reached out to the appropriate department and external banks/financial institutions to recover fraudulent payments
- Conducted a basic fraud awareness training to every batch of new hires in the Customer Service Team
- Generate and send daily reports using several tools such as Microsoft Excel and Tableau
- Delivered all the required end to end trainings for new hires
- Lead calibration sessions and refresher trainings to the whole fraud team across all sites
- Initiated projects for the continuous improvement of the currently outlined processes and procedures

## REFERENCE

Melody Relato

Etrade Information Services LLC  
Fraud Manager - Control and Fraud  
Operations  
2008 - 2021

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## WORK EXPERIENCE

### Customer Service Associate

Convergys (now Concentrix) | Feb 2016 - March 2017

- Answered incoming calls from American Express customers and help them identify fraud transactions on their card
- Performed a variety of tasks to prevent financial loss by blocking or placing security holds on accounts, placing lost/stolen statuses and forwarding fraud information to the appropriate department
- Documented fraud alerts, built case files and escalated fraud issues to the appropriate team

### Customer Service Representative

Sitel Group| June 2013 - March 2016

- Supported the fraud functional area of Capital One by taking inbound and outbound calls and assist customers in reviewing suspicious transactions on their credit cards
- Secured compromised accounts by cancelling the card, generating a new account number, sending a new card and initiate necessary escalations to the investigation team
- Assisted clients with other concerns such as card activation, password and PIN reset, and making a payment to promote one call resolution
- Took escalation calls from customers asking to speak to a supervisor and remediate their concern
- Assisted in the training of new hires by giving lectures, doing side by side call listening with feedback provided and giving mentorship on how calls should be properly handled
- Supported the production floor as a Roaming Coach by assisting the agents with product-related questions

## NOTABLE ACCOMPLISHMENTS

- Took over the Basic Fraud Awareness Training program to every batch of new hires in E\*trade Customer Service Team in order to educate them on the basic aspects of fraud with follow up tracking of their learning by monitoring their Fraud Issue Workflow submissions
- Conducted refresher training courses and calibration sessions for the tenured E\*Trade fraud analysts across all sites
- Handled the end-to-end training program of the E\*trade fraud new hires team from Mumbai, India
- Perform ad-hoc tasks like daily reporting and alert generation using several tools such as Tableau, Microsoft Excel, Jira, RSA, etc.
- Participated and contributed in a range of project management initiatives aiming to lessen the unnecessary work load and drive efficiency by removing alerts with high percentage of false positives collated thru a comprehensive data analysis
- Provided feedbacks on existing procedures with identified opportunities that will help with the improvement of the current processes and systems
- Promoted as Capital One Fraud Supervisor, taking in escalation calls from clients
- Pulled out as a Roaming Coach, assisting the agents on the production floor with their product-related questions for Capital One credit cards
- Mentored and trained new hires that are currently on training for Capital One inbound calls