



ERON KANE FOSTER

FRAUD SPECIALIST AND
CUSTOMER PROTECTION
ASSOCIATE

CONTACT



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LINKS

[Facebook](#)

[Instagram](#)

[Linkedin](#)



SKILLS

- Microsoft Excel and Google Sheets including Macro
- KYC Verification, Document Validation
- Lean Six Sigma Yellow Belt
- Critical thinking and problem solving
- Analytical Skills
- Ability to Work Under Pressure
- Business process improvement
- Data Entry and Maintenance
- Customer Retention Strategies



ABOUT ME

A Self Starter with a strong attention to detail, wholly committed to ensuring compliance with company policies and laws. Bringing forth strong organizational skills, and the ability to communicate well with others. Highly motivated professional with a proven track record of delivering accurate reports and high quality service. Dedicated to identifying customer needs and delivering effective solutions to all problems. Adept in verifying data and compiling information. Skilled in performing research to ensure accuracy for all financial transactions.



WORK EXPERIENCE

➤ **Microsourcing Phiolippines** 2023-Present

- Worked to achieve high customer satisfaction rates by providing excellent case handling skill.
- Brought forth excellent KYC Verification, Document validation skills and data input accuracy.
- Answers phone calls and provided customers with pertinent information and assistance during the process of application for merchant services.

➤ **Customer Protection Analyst** 2019-2021 **Remitly Inc**

- Worked to achieve high customer satisfaction rates by providing excellent customer service.
- Helped to increase fraud saves by providing excellent fraud investigations at all times.
- Brought forth excellent KYC Verification and Document validation skills.
- Worked with Customer Service and Product Development departments to enhance overall customer experience.
- Probationary program specialist handling case quality monitoring and call monitoring for peers.

➤ **Fraud Specialist** 2013-2018 **HSBC Electronic Data Processing Philippines**

- Started as Fraud specialist for three years then promoted to Global Banking Markets Inter-System Reconciliation.
- Handles fraud reports, process payments via online banking including wire transfers and confirms transaction legitimacy from customer via phone
- Manages data accuracy from front office and back office systems.
- Reports and Communicates to peers from different countries via phone and email.



HOBBIES

- Motor Sports
- Taking Photos and Videos
- Computer Games
- Binge Watching
- Sports
- Travelling
- Swimming
- Researching about Investments



Business Process Associate

2012 - 2013

Manulife Business Processing Services

- Started as a reconciliations specialist. Reconciling data gathered from clients and updates the system for changes
- Laterally transferred to medical claim adjudication and determines our financial responsibility for the payment to the provider.



Customer Service Representative

2011

SPI Global

- Answers phone calls and provided customers with pertinent information and assistance.
- Redirect calls as needed and worked with my supervisor to address any outstanding issues or concerns.



EDUCATION

Polytechnic University of the Philippines

June 2006 – March 2010

Bachelor in Physical Education

Lagro High School, Quezon City

June 2002 – March 2006

Secondary Education

Little Merry Hearts Montessori Center

June 1996 – March 2002

Elementary Education



TRAINING

Lean Six Sigma (Yellow Belt)

Microsoft Excel Macros

Silver Brook: Eye For Detail



REFERENCES

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