

Jessica Claire

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SUMMARY

- Responsible for the investigations of cases involving new account fraud, account takeovers, ID Theft, forgeries, counterfeit, money laundering (AML), social engineering scams, internet fraud, kiting, and true name fraud, internal & external fraud.

HIGHLIGHTS

- Financial Crimes Investigations
- Loss Mitigation
- Operational Effectiveness
- Regulatory Compliance
- Interviews and interrogations
- Investigative Procedures
- Asset Recovery
- Excellent Oral & written Communication
- Case Narratives
- SAR filings

ACCOMPLISHMENTS

- Contributed to the overall reduction of bank loss and ID Thefts.

EXPERIENCE

FRAUD MANAGER - CONSUMER BANKING

01/2014 to CURRENT

Bakersfield Pipe & Supply | Ventura, CA

- Apply investigative techniques, interview, interrogate, validate factual information, and prepare clear, chronological and concise case summaries of fraud/loss events.
- Monitor daily New Account Report, ATM, Tax Refunds, Mobile Check Deposits, Negative Accounts, internal and external reports, incoming/ ACH and wire transfers for fraud, helping the Bank minimize losses.
- Review accounts for patterns indicative of potential fraud.
- Work independently and effectively; ensure individual and department performance are within procedural guidelines, and make recommendations for complex findings with minimal oversight.
- Compose Suspicious Activity Reports (SAR) submitted to regulators, FINCEN & participate in weekly SAR transition discussions.
- Conduct thorough, appropriate and timely investigations using the established department procedures.
- Utilize Lexis Nexis /Innovis/ EWS - Early Warning Services, iovation & eFunds, and various web based investigative software to perform in depth investigations.
- Liaison with clients (internal/external), business partners, colleagues, management, law enforcement; interview fraudsters, build and maintain relationships with contacts throughout the industry which helps quickly retrieve stolen funds through the indemnity process.
- Provide department management with weekly updates of current cases and investigations.
- Writing up a detailed case narratives with supporting documents, maintaining complete transparency.
- Make proper and timely suggestions on reports and procedures to streamline work process and efficiency.
- Training & coaching of new team members.

BRANCH MANAGER

2013 to 2014

Santander | City, STATE

- Manage the branch entirely for sales & business development.
- Client & staff management, including onboarding, training & coaching of staff & team building.
- Branch sales, operations, AML & compliance excellence.
- Ensure branch audits are completed following the bank's policies.
- Responsible for branch revenue & sales goals.
- Timely processing of bank levies, subpoenas & legal documents.
- Constant account monitoring, fraud prevention - internal & external, daily reports & vault responsibilities.

HEAD OF RETAIL BANKING/ SVP

07/2011 to 05/2012

Indus American Bank | City, STATE

- Managed 4 retail branches for staffing, sales & business development.
- Completely responsible for hiring, onboarding, training & development of staff members.
- Client management, retention, sales, business development.
- Ensuring all branches excelled in AML/ compliance/ audits.
- Lending, fostering good relationships with prominent community members & professionals.

AREA MANAGER/ VP

04/2007 to 06/2011

United Central Bank | City, STATE

- Responsible for 2 branches entirely.
- Staff management, client management & retention.
- Sales, business development, branch audits, branch revenue, policies & procedural excellence.

BRANCH MANAGER/ AVP

09/2003 to 04/2007

Unity Bank | City, STATE

- Responsible for the entire branch growth & revenue.
- Responsible for hiring, training, team building.
- Transformed a completely run down branch to one of the most profitable branches in the district.
- Ensured branch audits, policies & procedures were thoroughly followed.

EDUCATION

Bachelor of Science | Home Economics

1987

M. S. University, Baroda

Diploma | Computer Programming/ Accounting

1990

Apple Computers, Ahmedabad, Gujarat