

JESSICA CLAIRE

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 (555) 432-1000
 100 Montgomery St. 10th Floor

SKILLS

- Decision Making
- Internal Audits
- Data analysis
- Computer Proficiency
- Employee Training
- Adaptable to Changing Demands
- Document Processing
- Monitoring
- Policy Assessment
- Compliance Issues
- Good Telephone Etiquette
- Bank Secrecy Act (BSA)

EDUCATION

James B. Hunt High School
Wilson, NC • 06/2001
High School Diploma

PROFESSIONAL SUMMARY

Knowledgeable Senior Analyst with exceptional teamwork, leadership and communication skills. Over 13 years of experience working on large-scale projects as well as handling daily operational requests. Proactive at heading off issues in operations, workflow and production by uncovering trends affecting business success.

WORK HISTORY

Ollie's Bargain Outlet - Enterprise Fraud Management Senior Analyst I

Claremont, NH • 10/2020 - Current

- Utilize financial crimes' risk detection systems and internal bank systems to review suspect items and warning reports.
- Based on independent research, made decision to close accounts/block cards, hold funds and if applicable direct client in filing consumer claims on all fraud/unauthorized transactions in accordance with Reg E and Visa Operating Rules.
- Prepare tracking spreadsheets or enter data into database or system in order to capture and monitor loss information for further analysis.
- Establish and maintain files and records while maintaining client and company confidentiality - including new account activity, debit card activity, online activity, etc.
- Actively review financial crime alerts from all channels of new accounts opening, including branch, online-individual or shared.
- Review procedures and provide updates for department procedures and training materials.
- Performed as Subject Matter Expert (SME) for procedure creation and training.
- Served as lead trainer for onshore teammates and offshore trainers.
- Researched and recommended process improvements to mitigate operational and financial risk.

Truist Bank - Fraud Management Financial Crimes Case Analyst II

City, STATE • 03/2009 - 10/2020

- Assist with work, as needed, to ensure timely completion.
- Responsible for and/or assist department manager in performing personnel administration duties including hiring, job assignment, termination, and completion and delivery of performance reviews.
- Supervise processing and production results to ensure effective measures are in place.
- Make recommendations and implement changes to improve operational efficiency.
- Supervise processes in place to mitigate risks associated with fraudulent trends/patterns.
- Compile information and prepare reports for presentation to management on fraud trends based on working knowledge of fraud detection system.
- Served as primary front-line contact for all fraud processing questions and problems.
- Evaluate situations and make recommendations for correction to department manager.
- Ensure compliance with all applicable regulatory requirements.
- Lead and/or participate on team-related projects.
- System knowledge and experience of case management systems or fraud detection systems (e.g. Early Warning Systems, Falcon Card Fraud Detection System, 41st Parameter, ASI 16, ASI 19, Fraud Case Management System (FCMS) and Pegasystems (Pega) , FIS).
- Assist in training efforts and cross-training initiatives for new and transfer associates.
- Provide general supervisory oversight of daily production workflow of Enterprise Fraud Management(EFM) fraud systems (detection or claims) to ensure efficient utilization of personnel, processes and systems in achieving departmental objectives.
- Use Tableau (Link Analysis) to uncover fraud links between seemingly unrelated fraud events in various channels across enterprise, including, but not exclusive to credit card, debit card, deposit, digital, etc.
- Assist in systems implementation, testing and any training that becomes necessary as result of conclusions reached in project-related activities of systems implementation or policy change.
- Utilize PC and/or mainframe-based systems and software.
- Compile and prepare reports, graphs and charts of data developed.
- Gather, document, and maintain statistics, records, and reports that help establish policies, procedures and quality control standards.
- Prepare Accounting Entry System (AES) upload sheets to post entries to Truist General Ledger (GL).
- Resolve complaints in oral or written statement for client expressing displeasure with, or allegation of wrongdoing about Truist Corporation practice, product, or service.
- Analyzing process documentation by completing and adhering to Internal Control Procedures.
- Assumed responsibility for phone and case audits for team members.
- Acted as second-level review analyst for internal departmental procedures and policies.
- Analyzed large amounts of data to find patterns of fraud and anomalies.
- Collaborated with team members to discuss fraud trends and brainstorm methods to combat this type of crime.

Ross Dress For Less - Front End Supervisor

City, STATE • 10/2016 - 04/2019

- Resolved customer complaints and requests for refunds, exchanges, and adjustments.
- Greeted visitors and customers upon arrival, offered assistance and answered questions to build rapport and retention.
- Monitored cash drawers in seven checkout stations to verify adequate cash supply.
- Responded to customer concerns with friendly and knowledgeable service and remedied issues promptly and effectively.
- Trained team members in successful strategies to meet operational and sales targets.
- Controlled Retail Associates' break schedule for backups, lunches and breaks.
- Maintained pace, energy and "presence" at Front End, managing line to expedite Customers wait time.
- Conducted "Code 50" package inspections.

Truist Bank - Liability Risk Management Specialist I

City, STATE • 11/2007 - 03/2009

- Utilized financial crimes' detection systems and internal bank systems to review suspicious debit card transactions.
- Communicated with clients, branches, and Phone24 (bank's primary contact center).
- Actively reviewed financial crimes' card alerts based rules and strategies implemented to prevent high risk transactions.
- Assisted management with outlining process for calling client and working cases for debit card merchant breaches (CAM events), and merchant skimmed events (skimming events and compromises).
- Aided bank in improving efficiency and effectiveness of contacting potentially impacted clients and reducing bank losses.