

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