

# EDWIN J. TROYA JR.

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## EXPERIENCE

**NOVEMBER 2020- PRESENT**

**ESCALATION FRAUD ANALYST**, NEWEGG

- Analyze monthly chargebacks and block related accounts to protect company from fraud.
- Review accounts that have been blocked to prevent customer friction.
- Contact the bank to confirm that the purchase was authorized by the customer.
- Perform verifications on new and existing accounts

**FEBRUARY 2019 – NOVEMBER 2020**

**EMPLOYMENT PLACEMENT SPECIALIST**, BEHAVIORAL SYSTEMS SOUTHWEST

- Conduct assessments to determine job seekers' skill levels, career interests and goals in an effort to provide appropriate employment opportunities.
- Ensure residents get authorized services that meet their identified needs and goals.
- Provide training sessions to residents regarding transitioning back into the community and workforce.
- Manage, organize and plan outreach events with other agencies to provide updates on progress as a facility.

**JULY 2018 – FEBRUARY 2019**

**CASE MANAGER**, CORRECTIVE SOLUTIONS (RISE)

- Served as a liaison with San Bernardino's District Attorney's office to verify offenders' enrollment in diversion program.
- Mentored and reported progress of offenders' rehabilitation throughout their time in the diversion program.
- Coordinated and scheduled court-referred community service & intervention classes.
- Composed reports and provided recommendations for further treatment and rehabilitation.
- Developed and solidified new relationships with non-profit organizations for community service assignments.

**MAY 2017 – JULY 2018**

**FRAUD PREVENTION ANALYST**, NEWEGG

- Identified, reviewed and reported fraudulent patterns made on purchases.
- Resolved escalated inbound calls and inquiries from customers in an efficient and timely manner.
- Created effective rules in order to automatically shut down fraudulent transactions.
- Provide monthly recommendations and strategies to management on preventing future fraud attacks.

**JULY 2016 – MAY 2017**

**INVESTIGATOR**, G4S COMPLIANCE & INVESTIGATIONS

- Assisted in executing investigations that dealt with worker's compensation cases.
- Managed all incoming calls from prospective clients and gathered necessary details to start case files.
- Promptly submitted daily reports regarding investigations and client information.

## EDUCATION

**JUNE 2014 – CALDWELL UNIVERSITY**

**BACHELOR OF ARTS**, CRIMINAL JUSTICE

## SKILLS

- Accertify
- Front-End Web Development
- LexisNexis
- Bilingual (Spanish)