**Anthony Korneagay Jr.**

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**Sunbury, OH 43074**

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**OBJECTIVE:** Seeking a position within a company, where my professional experience, education and abilities would be an advantage to the growth of my employer and myself.

**SUMMARY:** • Ten-plus years of experience in technical business environment

* Five years of debit and credit card industry experience
* Familiarity with BSA/AML guidelines

**TECHNICAL SKILLS:**

* Knowledgeable in HTML, CSS, and Javascript markup and programming languages
  + Sample Javascript password generator: <https://tkshadowblade.github.io/Javascript-Password-Generator/>
  + Sample workday planner: <https://tkshadowblade.github.io/Workday-Planner/>

**EDUCATION:** **Bachelor of Arts in Philosophy (3.5 GPA)** – May 2007**,** Ohio Dominican University (Columbus, OH)

**EXPERIENCE:** **CASS INFORMATION SYSTEMS, SEPTEMBER 2017 – PRESENT**

**Research Clerk – July 2018 – Present**

* Examining patterns in billing accounts to predict issues with billing
* Negotiating with vendors to prevent service interruption and termination based on billing history

**Major Account Representative, September 2017 – July 2018**

**Client Relations, Columbus, OH**

* Acting as personal liaison to clients for maintaining and managing utility accounts
* Identifying and analyzing trends and patterns, positive and negative, in overall utility spend based on payment data
* Identifying and suggesting areas for improving efficiency of utility spend and limiting overall costs
* Generating and providing regular reports to clients to aid their understanding of utility spend patterns and trends

**FISERV CORPORATION, NOVEMBER 2007 – SEPTEMBER 2017**

**Merchant Remittance Specialist, June 2015 – September 2017**

**Remittance Management, Dublin, OH**

* Managing the transmission of funds for electronic bill payments from customer to merchant
* Working with businesses to implement new electronic payment relationships with Fiserv, as well as updating existing relationships
* Generating and providing regular scrub reports to customers to aid in the updating and maintenance of payment remittance information.
* Monitoring for and identifying suspicious payment activity in accordance with BSA/AML guidelines

**Technical Support Associate, January 2013 – June 2015**

**Technical Client Services, Dublin, OH**

* Assisting financial institutions and their business clients with check scanning equipment and bank accounting software maintenance
* Setting up meetings with clients using remote software to assist with troubleshooting and resolving issues
* Identifying possible system defects and compiling documentation for further research and resolution

**Chargeback Specialist, June 2009 – December 2012**

**Card Services Department, Dublin, OH**

* Specialized in handling disputes of fraudulent activity on debit and credit cards
  + Developed experience in the various stages of the chargeback process for VISA and Mastercard disputes
  + Assisted financial institutions with locating, identifying, and preventing fraudulent activity on debit and credit cards

**Electronic Banking Associate, November 2007 – June 2009**

**Customer Solutions Department, Dublin, OH**

* Assisted various financial institutions with troubleshooting for electronic banking products, including bill payment products and electronic billing for different retail and utility companies