

Trusilla Moranga

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[Portfolio](#)

[GitHub](#)

EXPERIENCE

Alorica | Apple Card Fraud Analyst

May 2019 - January 2022 | Remote

- Resolved customers inquiries regarding a fraud- or security-related concern; such as verifying flagged transactions, caller authentication, reporting an account as fraud, etc.
- Took incoming calls and referrals from other departments, and at times make outbound calls.
- Handled inbound customer calls; completed necessary fraud verification, including caller authentication, transaction verification, etc., utilizing excellent customer service skills.
- Collected necessary information and complete a fraud report when a customer confirms unauthorized account activity.
- Ensure proper follow-up or escalation of account based on the call outcome.
- Made outbound calls to verify account activity with the customer.

UTSA | San Antonio— *IT Support*

September 2017 - May 2019

- Provide support to employees or customers regarding technical inquiries. Diagnose to isolate the nature of the problem and resolve support issues.
- Identify, troubleshoot, and resolve software, hardware, and network failures.
- Perform the installation, configuration, upgrades, repair, and preventative maintenance of software, hardware and/or systems.
- Thoroughly document cases to ensure continuity of information and adherence to customer service standards.

Education

PerScholas

Nov 2021 - March 2022

In this Bootcamp I learned Javascript & Computer Science Concepts, Frontend & Backend Frameworks, and Data Structures & Algorithms.

SKILLS

Git

GitHub

WordPress

Excel

Basic AWS Cloud Essentials

Website Design

Data Entry

Office 356 Administration

Technical Support

Computer Networking

Systems Administration

IT Security

LANGUAGES

HTML

CSS

JavaScript

React

Node

SQL

CERTIFICATIONS

Google IT Support

Professional Certificate