

Database Administrator Database Administrator External Fraud Investigator - U.S. Bank Columbus, OH Authorized to work in the US for any employer Work Experience Database Administrator Ohio School Boards Association - Columbus, OH July 2019 to Present Assisting with the handling of the database with every form for Ohio Public School Districts. Auditing ~200 policies daily for formatting, correct typing, correct location, correct code. Customer Service Associate I Farmers New World Life July 2018 to Present First line of support for insurance agents and Farmers Life Insurance customers. Basic coding systems used during daily contact with customers Follow up with numerous customers daily regarding their life insurance policies and finances going towards their policy. Daily processing of HIPAA sensitive documents to customers and agents. 50+ incoming calls regarding life insurance policies daily. Daily de-escalation techniques implemented for call control. Daily research regarding life insurance policy changes. Weekly team meetings and meetings with our supervisors going over performance. External Fraud Investigator Robert Half - U.S. Bank November 2018 to July 2019 Ability to have 3-4 Suspicious Activity Reports filed weekly. Ability to handle complex and diverse cases regarding fraudulent check/wire/credit card and ACH transactions. Balanced and healthy daily interaction with remote management. Detailed research of account/check details etc. to better understand the subject/victim activity in fraud. Ability to balance 2-5 active cases with 4-12 participants in fraud. Experience accessing high priority banking coding/ database programs. Account Manager Discover Card Financial Services May 2017 to October 2017 Monitoring of over 100 credit card accounts belonging to customers daily. Real-time problem solving while simultaneously engaging in peaceful conversation with emotive customers. De-escalation of emotive customers regarding finances. Working with a team of individuals that operate in close quarters. Performance evaluated daily by various levels of management. Building rapport on every call with customers. Efficient computer and verbal skills practiced for quality. Abiding by all rules and regulations set by the government and Discover regarding bank operations. Student Clerical Associate Harding Hospital Partial Hospitalization Program December 2013 to May 2017 Creating and distributing therapy portfolios with information regarding onboarding, expectation of the program(s), and next steps if help is

sought. Assisting and guiding patients to their designated facilities nightly. Effective verbal and written communication with both patients and staff members. Required to abide by all HIPAA laws for customer safety. Handling high stress situations regarding safety with caution and composure.

Fluency displayed in Windows Operating Systems and Microsoft Office tools by creating and updating documents for both the patients and the staff. Assisted in the facilitation of bi-weekly orientation. Education B.A. in Psychology in Pre-medicine The Ohio State University - Columbus, OH May 2017 Lorain County Community College 2011 to 2013 Skills Call Center, Customer Service, Customer Care, Investigations (1 year)

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