

ANDREW SOPER

CONTACT

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PROFILE

Highly experienced Fraud Prevention specialist with a proven track record of identifying and preventing fraudulent transactions in the eCommerce space. Over 5 years of progressive responsibility in compliance and fraud prevention roles, skilled in navigating complex regulatory and transactional environments and partnering with other departments to enable effective communication of new policies and controls. Known for a meticulous approach to analysis in fraud and compliance roles and a commitment to continuous process improvement.

SKILLS

Critical thinking

Problem solving

Time management

Fast learner

Collaboration

Multi-tasking

EDUCATION

Southpointe High School

2011-2015

High School Diploma

EXPERIENCE

Compliance Senior Analyst

2023-2024

- Enforced both regulatory and internal policies, ensuring comprehensive adherence to industry standards.
- Partnered with subject matter experts to ensure compliance of new legislation and regulations, facilitating smooth transitions and updates.
- Conducted thorough audits and established controls for prior regulations.
- Lead creation of effective compliance controls, continuously improving processes to maintain regulatory standards.
- Provided detailed instruction to operations team on both new and existing policies to ensure accurate and consistent policy enforcement.

Compliance Specialist

2021-2023

- Reviewed thousands of items in real time through multiple workflows, ensuring both new items correctly adhere to a litany of regulatory and internal policies and that prohibited items on site are accurately captured and prohibited.
- Actively involved in the evaluation and refinement of emerging tools and for prospective integration into operational workflows.
- Trusted by senior management to mentor new team members in a multitude of compliance procedures.

Fraud Prevention Team Lead

2019-2021

- Oversaw the onboarding process for new agents, instructing them in fundamental fraud prevention techniques.
- Delivered advanced training sessions to experienced agents, enhancing their understanding of intricate fraud workflows.
- Offered personalized and group support to fraud agents, providing guidance and valuable feedback to foster skill development.

Fraud Prevention Specialist

2018-2019

- Analyzed and made real-time decisions on a high volume of ecommerce orders daily to prevent unauthorized transactions.
- Trusted by leadership to mentor and assist other agents in correcting errors and identifying fraud trends.