



Anie Harmon

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🔗 [Bold Profile](#)

PROFESSIONAL SUMMARY

Relentless professional known for working hard to determine risk levels. A well-spoken Fraud Analyst promoting exemplary talents in reviewing accounts and identifying issues. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

SKILLS

- Service Delivery
- Service Quality
- Performance Feedback
- Organizational Systems
- Outbound Calls
- Telephone Etiquette
- Effective Written and Verbal Communication
- Customer Satisfaction
- Fraud Investigations
- Confidential Records Management
- Customer Transactions
- Training Junior Team Members
- Team Meetings
- Credit Card Fraud

WORK HISTORY

FRAUD SPECIALIST

01/2023 to CURRENT

Unicity International | Provo, UT

- Reviewed reports and individual transactions which appeared suspicious to uncover possible fraudulent activity.
- Performed risk assessments to determine level of fraud risk and prioritize investigations.
- Evaluated customer data to identify and prevent fraudulent activities.
- Developed and implemented procedures to detect and prevent fraud.
- Analyzed large amounts of data to find patterns of fraud and anomalies.
- Worked with third-party vendors to access and analyze data and systems.
- Tracked fraud cases and monitored trends to develop strategies for prevention.
- Collaborated with internal and external stakeholders to create and maintain fraud prevention strategies.
- Reviewed transactions and receipts to identify any suspicious activity.
- Contacted customers directly to notify of fraudulent activity and minimize impacts.

CUSTOMER SERVICE SUPERVISOR

01/2019 to 12/2022

Unicity International Inc. | Provo, UT

- Coached employees through day-to-day work and complex problems.
- Responded to customer inquiries and resolved complaints to establish trust and increase satisfaction.
- Developed and maintained strong relationships with customers to maintain loyalty and satisfaction.
- Conducted training and mentored team members to promote productivity and commitment to friendly service.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Assisted customers with Spanish-language inquiries in a timely and professional manner.
- Gained customer trust by providing knowledgeable and accurate information in both English and Spanish.
- Responded to customer calls and emails to answer questions about products and services.
- Maintained and managed customer files and databases.
- Identified and responded to customer requests and concerns through email, online chat, and phone for both English and [Type]-speaking customers.
- Communicated with management when customer issues escalated and worked to find resolutions.
- Met all call quality standards and daily quotas for first-call resolution.
- Helped improve customer satisfaction by translating customer paperwork and company documentation.

EDUCATION

Full Stack Web Dev | Web Development

08/2023

University of Utah, Salt Lake City, UT

Associate of Science | Biology

04/2022

Utah Valley University, Orem, UT

LANGUAGES

Spanish

Native or Bilingual

English

Full Professional