
AVERIE BELTRAN

PROFILE

As an indigently driven and enthusiastic person it is my goal to provide first class customer experiences, display my problem solving skills and be able to make sound judgements that help customers and peers. Displaying enthusiastic demeanor, independent work ethic and ability to work with ambiguity has helped me find success in various roles.

EXPERIENCE

APPLE INC. AUSTIN, TEXAS- SENIOR FRAUD ADMIN ANALYST - PRESENT

- Assist in a variety of back office tasks, offering assistance to a more in-depth level of fraud
- Collaborate with different teams across the Apple Worldwide to resolve conflict & provide resolution
- Independently and accurately make decisions that impact the department

APPLE INC. AUSTIN, TEXAS- SENIOR FRAUD PREVENTION ANALYST - 2018-2021

- Conduct research to asses validity and case by case analysis of actioning potentially fraudulent orders & verifying customer intent.
- Maintaining an accuracy rate of > 99.7%
- Subject Matters Expert teacher and Rookie Camp instructor. Assisting new advisors on how to accurately make decisions & explain Apple processes, tools and values.
- Inaccuracy and Peer Coach to AMR Fraud group, taking on small management opportunities.

APPLE INC. AUSTIN, TEXAS- CUSTOMER RELATIONS ADVISOR - 2017-2018

- Handled escalated calls from all AppleCare groups
- Perform research and analyze data across multiple tools while speaking with customer live
- Owning customer experiences including comprehensive data issue resolution
- Self managed, organized and worked independently in a fast-paced, constantly changing environment

EDUCATION

University of Texas, Austin, TX - Full Stack Development Bootcamp - Current
Proficient in javaScript, React, Node, MongoDB, HTML, CSS. Databases including jQuery,
Express, Heroku, SQL and NoSQL

Phone: 713-360-8750

Email: averiebeltran@yahoo.com

