

BRIAN A. ROBINSON

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CORE COMPETENCIES

- Paralegal
 - Spanish
 - Agreements, Documents, Contracts
 - Laws
 - Real Estate
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PROFESSIONAL EXPERIENCE

FINANCIAL CRIMES SPECIALIST

January 2018-Current

Wells Fargo N.A., Charlotte, NC

- Review, verify, and/or identify customer transactions to detect/ prevent financial crimes activities, policy violations, and suspicious situations in order to mitigate and/or recover losses
- Place outbound calls to the customers to verify transaction and servicing activity
- Monitor and research moderate to complex account activity using a variety of sources for information, including online systems and tools/models
- Document research findings and actions on cases for possible referrals for Suspicious Activity, Identity Theft Operations (ITO), and Suspected Financial Abuse
- Perform general account handling functions such as card replacement determination, account maintenance and in office branch referral
- Identify control failures in bank processes, procedures, customer or team member decisions and then categorize losses and assign loss accountability
- Responds to inbound calls for customer inquiries, verify activity, service requests, file claims, and assist partner groups while meeting/exceeding quality standards

LEGAL ASSISTANT

2016 - 2018

Black, Slaughter, Black P.A., Charlotte, NC

- Research, review, and file documents within Mecklenburg County for the firm.
- Retrieve governing documents for Homeowners' Association in North Carolina and South Carolina.
- Draft and file Amendments, Tax Exemption Applications, Deeds Agreements, Notices and other legal documents.
- Prepare and mail letters to individual homeowners, Homeowners' Association members, Board of Directors and management companies regarding various topics (Violation letters, notice of meeting letters, meeting minutes and hearing letters).
- Prepare Homeowners' Association meeting notes and presentations for the attorney attending the meeting.

ADDITIONAL EXPERIENCE

RECEPTIONIST

Black, Slaughter, Black P.A., Charlotte, NC

- Greet and assist guests at the front desk.
- Escort clients to conference rooms for any scheduled consultations, meetings and real estate closings.

- Inbound and outbound phone calls to clients, banks, management companies, homeowners' association and government entities on behalf of the firm.

MARKETING

Sugar Society /Event Promotions & Marketing, Charlotte, NC

2017-2018

- Promoted upcoming events via social media, flyers and verbal.
- Planned promotions and market strategies for future events.

EDUCATION/PROFESSIONAL DEVELOPMENT

Bachelor of Arts in Criminal Justice w/ minor Psychology, University of North Carolina at Charlotte,
Charlotte, NC 2017

UNCC Pre-Law Society Member
Lambda Chi Alpha Fraternity Alumni

TECHNOLOGY/SOFTWARE SKILLS

Microsoft Office

PeopleSoft

PREVENT