

FILIPA MUSINOV

INCIDENT COORDINATOR

CONTACT

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PROFILE SUMMARY

Experienced Incident Coordinator and Analyst with a track record in identifying and analyzing fraud patterns and providing assistance to the defrauded. I am seeking a challenging role where I can contribute my skills in fraud investigation, analysis and client support.

EDUCATION

2018-2019

FACULTY OF POLITICAL SCIENCE
UNIVERSITY OF ZAGREB

- Master of Arts in Political Science

2014-2018

FACULTY OF POLITICAL SCIENCE
UNIVERSITY OF ZAGREB

- Bachelor of Arts in Political Science

WORK EXPERIENCE

TransUnion

2025 - PRESENT

Incident Coordinator

- screening clients by telephone to compile information regarding breach/fraud and identity theft
- analyzing information to determine the severity of the fraud
- providing expert assistance to clients of fraud and identity theft
- identifying and reporting current trends to internal and external parties
- being accountable for the overall breach/fraud incident process efficiency
- translating correspondence, reports, training documents and other internal documents
- acting as a point of contact for customer, client and internal experts

AIB

2023 - 2024

Customer Sales Advisor

- General administration tasks
- Processing payments, withdrawals and lodgements
- Working within the cash desk and doing general banking errands
- Writing reports on an everyday basis
- Helping customers set up and maintain accounts
- Dealing with calls, email and face-to-face enquiries
- Promoting financial products and services to the customers
- Helping customers with the use of IT systems to update account details
- Performing client onboarding, verification and risk assesment during the KYC process
- Analyzing transactions to identify suspicious activity, performing due dilligence (CDD) and staying up to date and adhering to AML/CFT regulations

SKILLS

- Policy analysis and impact assessment
- Data assessment
- Identification and analysis of fraud
- HTML, CSS nad JavaScript
- VSCode, Bootstrap and API
- React and AI

LANGUAGES

- Croatian: Mother tongue
- English: Fluent
- Italian: Intermediate
- German: Basics
- Spanish: Basics

CERTIFICATES

SheCodes Front-End Diploma

2024-2025

Attract and Engage Customers with Digital Marketing

2022