

EMMANUELA JEAN-BAPTISTE

Tel: 404-468-4599

Email: Emmabrownmartin@gmail.com

EDUCATION

Purdue University Global - Online – Bachelor's in Business Administration Graduated 5/2018

Harborne Academy - Birmingham, UK – High School Diploma Graduated 7/2011

Skills

- Strong analytical problem-solving skills.
- Judgment and Decision-Making
- Service Orientation
- Monitoring
- Team player
- Learning Strategies
- Team Leadership.
- Proficient in Microsoft Office
- Working in a professional, fast paced environment that requires accuracy, multi-tasking, and clearly communicating resolutions in an efficient manner.
- Strong analytical problem-solving skills.
- Judgment and Decision-Making
- Service Orientation

RELEVANT EXPERIENCE

Bank of America - Kennesaw, GA

June 2020 - Present

Senior Fraud Analyst II

- Reviews complex products for the prevention and detection of possible Fraud.
- Responsible for research and analysis of account activity to assess levels of risk and fraud.
- Take appropriate action based on transaction characteristics of greater complexity.
- Perform Back-office functions related to research and resolution of fraudulent activity and service support.
- Assesses the level of risk and makes decisions which directly impact the customer experience and risk to Company.
- Reviews and analyzes accounts and relationships that may require differentiated treatment or specialized resolution.
- Experience gained through training, following established procedures and guidelines and research utilizing multiple systems and tools.

Bank of America - Kennesaw, GA

Apr 2019 – June 2020

Consumer & Business Fraud Client Services

- Review client accounts for possible fraudulent activity.
- Analyzed the level of risk and made decisions which directly impacted the client experience during important life events and meaningful moments.
- Taking inbound calls to resolve client's concerns with the goal of exceeding each client's expectations, no matter how large or small the request.
- Working in a professional, fast paced environment that requires accuracy, multi-tasking, and clearly communicating resolutions in an efficient manner.
- Meeting clients in the moments that matter to fully understand the need and fully resolve their situation the first time.
- Understanding how clients engage with us via technology (online, mobile), financial center and contact center to guide them on ways that we can improve their financial life.
- Navigating multiple computer applications while interacting with the client.

Ignited Life Ministries Int. – Marietta, GA

Feb 2018 - Present

Youth Leader

- Mentoring youth and young adults in developing their leadership skills.
- Collaborate with church leaders in planning, developing and implementing all aspects of a balanced and engaging youth ministry.
- Train and recruit volunteers for efficient implementation of church programs.
- Provide support to youths and help them realize their individual goals.
- Administer and plan numerous youth programs like evangelism, retreats and Bible study sessions.
- Coordinate with parents of youth group members regarding their children's involvement and participation in the church.
- Assist in organizing and compiling of Sunday school curriculum.
- Participate and contribute to staff and church meetings.
- Train youths on how to be future faith-filled leaders and set up programs to facilitate spiritual growth.
- Develop and maintain effective relationships with various leaders in the community for purposes of swift outreach programs.

SunTrust Bank - Atlanta, GA

Apr 2016 - Aug 2018

Credit Card Specialist

- Handles service calls from customers, while looking for sales referral opportunities for banking products and services other than loan products.
- Resolves problems and complaints clients may have about banking products and services other than loan products.
- Consistently exceeded weekly credit card application targets by 10%+ with innovative up-selling techniques.

Macys – Atlanta, GA

Feb 2015 – Apr 2016

Sales Associate

- Cashier
- Answered phone calls from customers to check for availability for merchandise.
- Handled cash register and balanced the register.
- Credit card specialist.

NatWest Bank - London, UK

Mar 2012 - Nov 2014

Personal Banker

- Assist bank customers with opening and closing accounts, including issuing debit cards and personal checks.
- Recommend appropriate account services to customers based on financial situation and communicate benefits to achieve 15-20 new accounts per month
- Resolved claims of fraudulent purchases on customer accounts and advised customers on increased security practices
- Achieved 100% of sales goals each month.
- Performed teller Functions including check cashing, deposit, and payment.

Haven Social Care - London UK

Feb 2009 - Mar 2012

Administrative Assistant and Secretary

- Handled written correspondence, taking messages, answering, and forwarding calls.
- Made appointments and maintaining schedules for supervisor.

- Managed and reviewing filing and office systems.
- Responsible for bookkeeping and general Office Clerk duties.
- Organized schedule and creating agendas for meeting.