

12310 DIXIE ANN DR., CHARLOTTE, NC 28262  
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# GREGORY ROBERTS

## FULL STACK WEB DEVELOPER

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A graduate of UNCC Full Stack Web Development coding program with the experience in HTML, CSS, JavaScript, JQuery, API's and more with a current background in Business Finance and Corporate Risk. Received Bachelor's Degree in Business Finance from North Carolina A&T State University. Learning all the information I have within the coding program is what has intrigued me in how I can develop my own programs through web development and app development to help other people as well as companies to better assist their needs. I seek a role as a full-stack web developer where I can grow, learn and contribute as much as possible to my place of employment.

## SUMMARY OF QUALIFICATIONS

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- Hardworking, goal-oriented, highly competent and team player oriented.
- Excellent knowledge in the matters of Finance and Accounting.
- Skillful at processing data and information, keeping records and tabulation.
- Very skillful in Microsoft Word/Excel
- Strong communication and rapport-building skills.
- Strong Analytical and Research skills
- Adaptive to frequent process changes
- 5+ years of Fraud Experience
- 7+ years of Financial Services Experience
- Experienced in JavaScript, JQuery and API's

## EMPLOYMENT

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(07/2015 - Present)

**Wells Fargo Fraud Operations – High Dollar Desk** (Charlotte)

8740 Research Dr.

- Identify and research complex transactions and payment referrals, policy violations and suspicious situations with moderate to high risk
- Review, verify and identify customer transactions to detect and prevent financial crimes activities, policy violations and suspicious situations in order to mitigate and/or recover losses.
- Document research findings and actions on cases for possible referrals for Suspicious Activity, Identity Theft Operations and Suspected Financial Abuse
- Identify control failures in bank processes, procedures and customer or team member decisions and then categorize losses and assign loss accountability
- Update Policies and Procedures for team annually
- Provide coaching for opportunities found during case review for team members
- Train new hires and Team Lead on Policies and Procedures for Department
- Point Of Contact in the event the Supervisor or Team Lead are not available
- Provide assistance with difficult and challenging cases for team members

(04/2017 – 08/2017)

**AvidXchange – Payment Specialist Team – Part Time** (Charlotte)

817 Hamilton St.

- Processing of e-payments on behalf of clients via phone and/or internet

- Assist vendors to ensure payments processed within timeframe designated by client
- Deep dive review of proposed process enhancements to ensure ones assigned duties are not impacted negatively
- Instruct and review when a new employee is job shadowing

(01/2014 – 07/2015)

**Wells Fargo Fraud Operations** (Charlotte)

1525 W W.T. Harris Blvd

- Research credit and debit cards activity and payments on cases for possible referrals for Suspicious Activity and Suspected Financial Abuse
- Research, review and analyze more complex credit and debit card transactions including payments using multiple online systems and research/testing techniques to identify financial crimes activities, policy violations and/or suspicious situations to mitigate losses.
- Identify patterns, anomalies and trends and may analyze findings to determine extent of suspicious or unusual activity and level of risk
- Work to detect and prevent fraudulent activity on credit and debit cards as well as Personal Lines of Credit and Home Equity Accounts

(04/2012 – 01/2014)

**Wells Fargo Online Customer Service** (Charlotte, NC)

1525 W W.T. Harris Blvd

- Assist customers with a wide range of inquiries related to online financial products and services and recognize sales opportunities with the customers
- Assist with general inquiries regarding consumer and business accounts for customers
- Banker Coach for new and current team members
- Assist Supervisors and Team Leads to identify bankers who need extra assistance
- Team Member of the Month 10/2012
- Assist customers with filing fraud claims to report fraud on their accounts
- Cross trained as a Universal Sales and Service Banker(USSB)
- Handle Supervisor Escalations for new team members

(11/2008 – 04/2012)

**Sprint Call Center** (Charlotte, NC)

(704-583-3566)

2745 Whitehall Park Dr. 28273

- Addressed a wide range of needs for customers – from general inquiries to technical troubleshooting
- Managed incoming calls in support of the Credit and Collections group
- Assess the needs and find the right Sprint products for prospective business and consumer customers
- Submitted and processed claims for different outages and fraudulent activity on customer's accounts and in customer's area of residence
- Tackle requests head-on to ensure our business customers receive the answers they need to help them succeed
- Assist new and current employees on researching customer's accounts and providing necessary information to relay to customers
- Top Performer for month of 10/2009
- Handle Supervisor Escalations
- Point Of Contact in Supervisor's Absence

- Research Management Team Specialist

## EDUCATION

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<b>North Carolina A&amp;T State University</b> <b>Bachelor of Science in Business Finance</b>	2002-2007
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<b>University of North Carolina Charlotte</b> <b>Full Stack Coding Program</b>	2019-2020
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## REFERENCES

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<b>Felicia Tucker</b> <b>(Wells Fargo)</b>	980-229-3466
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<b>Raechal Kelsaw</b> <b>(Wells Fargo)</b>	925-665-9264
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