1. Contacted customers directly to notify of fraudulent activity and minimize impacts.
2. Interviewed witnesses thoroughly, asking appropriate questions to ascertain critical details about each case.
3. Collaborated with team members to discuss fraud trends and brainstorm methods to combat this type of crime.
4. Summarized all key information regarding investigation into detailed report for delivery to client.
5. Gathered evidence, which included recorded and written statements, financial documentation and audio materials for examination.
6. Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
7. Testified in court for both civil and criminal cases, answering questions honestly and respectfully.
8. Reviewed reports and individual transactions which appeared suspicious to uncover possible fraudulent activity.
9. Provided exemplary level of customer service to all individuals, including clients and company personnel.
10. Analyzed large amounts of data to find patterns of fraud and anomalies.
11. Investigated cases of insurance and credit card fraud, which involved upwards of $[Amount] per case.
12. Carried out day-day-day duties accurately and efficiently.
13. Completed [task] to ensure compliance with relevant [type] regulations.
14. Developed and implemented performance improvement strategies and plans to promote continuous improvement.
15. Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
16. Monitored all company inventory to ensure stock levels and databases were updated.
17. Prepared a variety of different written communications, reports and documents to ensure smooth operations.
18. Adhered to social distancing protocols and wore mask or face shield at all times.
19. Increased customer satisfaction by resolving [product or service] issues.
20. Maintained excellent attendance record, consistently arriving to work on time.