1. Contacted customers directly to notify of fraudulent activity and minimize impacts.
2. Summarized all key information regarding investigation into detailed report for delivery to client.
3. Investigated cases of insurance and credit card fraud, which involved upwards of $[Amount] per case.
4. Reviewed reports and individual transactions which appeared suspicious to uncover possible fraudulent activity.
5. Gathered evidence, which included recorded and written statements, financial documentation and audio materials for examination.
6. Testified in court for both civil and criminal cases, answering questions honestly and respectfully.
7. Analyzed large amounts of data to find patterns of fraud and anomalies.
8. Interviewed witnesses thoroughly, asking appropriate questions to ascertain critical details about each case.
9. Provided exemplary level of customer service to all individuals, including clients and company personnel.
10. Collaborated with team members to discuss fraud trends and brainstorm methods to combat this type of crime.
11. Handled [number] calls per [timeframe] to address customer inquiries and concerns.
12. Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
13. Handled day-to-day running of [project or department or task], ensuring high levels of productivity and progression.
14. Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
15. Adhered to social distancing protocols and wore mask or face shield at all times.
16. Saved $[amount] by implementing cost-saving initiatives that addressed long-standing problems.
17. Increased customer satisfaction by resolving [product or service] issues.
18. Maintained excellent attendance record, consistently arriving to work on time.
19. Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
20. Developed team communications and information for meetings.