1. Reviewed reports and individual transactions which appeared suspicious to uncover possible fraudulent activity.
2. Gathered evidence, which included recorded and written statements, financial documentation and audio materials for examination.
3. Summarized all key information regarding investigation into detailed report for delivery to client.
4. Interviewed witnesses thoroughly, asking appropriate questions to ascertain critical details about each case.
5. Investigated cases of insurance and credit card fraud, which involved upwards of $[Amount] per case.
6. Conducted prompt and thorough investigations on referred files.
7. Analyzed large amounts of data to find patterns of fraud and anomalies.
8. Collaborated with team members to discuss fraud trends and brainstorm methods to combat this type of crime.
9. Testified in court for both civil and criminal cases, answering questions honestly and respectfully.
10. Contacted customers directly to notify of fraudulent activity and minimize impacts.
11. Completed [task] to ensure compliance with relevant [type] regulations.
12. Proved successful working within tight deadlines and fast-paced atmosphere.
13. Provided exemplary level of customer service to all individuals, including clients and company personnel.
14. Used critical thinking to break down problems, evaluate solutions and make decisions.
15. Demonstrated respect, friendliness and willingness to help wherever needed.
16. Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
17. Handled day-to-day running of [project or department or task], ensuring high levels of productivity and progression.
18. Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
19. Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
20. Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.