1. Interviewed witnesses thoroughly, asking appropriate questions to ascertain critical details about each case.
2. Gathered evidence, which included recorded and written statements, financial documentation and audio materials for examination.
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. Analyzed large amounts of data to find patterns of fraud and anomalies.
6. Provided exemplary level of customer service to all individuals, including clients and company personnel.
7. Summarized all key information regarding investigation into detailed report for delivery to client.
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. Adhered to social distancing protocols and wore mask or face shield at all times.
12. Maintained excellent attendance record, consistently arriving to work on time.
13. Offered friendly and efficient service to all customers, handled challenging situations with ease.
14. Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
15. Handled [number] calls per [timeframe] to address customer inquiries and concerns.
16. Saved $[amount] by implementing cost-saving initiatives that addressed long-standing problems.
17. Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
18. Delivered exceptional level of service to each customer by listening to concerns and answering questions.
19. Drove operational improvements which resulted in savings and improved profit margins.
20. Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.