1. Interviewed witnesses thoroughly, asking appropriate questions to ascertain critical details about each case.
2. Contacted customers directly to notify of fraudulent activity and minimize impacts.
3. Analyzed large amounts of data to find patterns of fraud and anomalies.
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. Worked closely with [job title] to maintain optimum levels of communication to effectively and efficiently complete projects.
7. Provided exemplary level of customer service to all individuals, including clients and company personnel.
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. Reviewed reports and individual transactions which appeared suspicious to uncover possible fraudulent activity.
11. Investigated cases of insurance and credit card fraud, which involved upwards of $[Amount] per case.
12. Worked with [type] customers to understand needs and provide excellent service.
13. Completed [task] to ensure compliance with relevant [type] regulations.
14. Saved $[amount] by implementing cost-saving initiatives that addressed long-standing problems.
15. Resolved conflicts and negotiated mutually beneficial agreements between parties.
16. Identified issues, analyzed information and provided solutions to problems.
17. Actively listened to customers' requests, confirming full understanding before addressing concerns.
18. Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
19. Led [type] team in delivery of [type] project, resulting in [result].
20. Adhered to social distancing protocols and wore mask or face shield at all times.