



MICHAEL ANDERSON

Fraud Detection Analyst

An innovative fraud detection analyst with over seven years of experience in the retail banking sector, specializing in the detection of fraudulent activities through advanced analytics. This individual possesses a unique ability to translate complex data into actionable insights, enhancing fraud prevention measures. The emphasis on customer-centric approaches ensures that fraud detection strategies align with organizational goals and customer satisfaction.

CONTACT

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- San Francisco, CA

EDUCATION

Bachelor of Arts in Business Administration

University of Texas
2016-2020

SKILLS

- Fraud Detection
- Customer Analytics
- Data Analysis
- Statistical Software
- Communication Skills
- Fraud Prevention

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Fraud Detection Analyst

2020-2023

Retail Bank Ltd.

- Executed detailed analyses of customer transactions to identify potential fraud.
- Developed customer profiling techniques to enhance fraud detection capabilities.
- Collaborated with customer service teams to address fraud-related customer issues.
- Utilized statistical analysis software to generate fraud reports.
- Assisted in the implementation of fraud prevention training for staff.
- Engaged with external partners to share insights on fraud trends.

Fraud Analyst

2019-2020

Banking Solutions Group

- Monitored transactions for signs of fraud using automated systems.
- Conducted investigations into flagged transactions and customer complaints.
- Prepared reports on fraud trends for upper management.
- Collaborated with IT to enhance fraud detection systems.
- Participated in fraud awareness campaigns within the organization.
- Maintained accurate records of investigations and outcomes.

ACHIEVEMENTS

- Increased fraud detection rates by 15% through improved analytical techniques.
- Received recognition for excellence in customer service during fraud investigations.
- Implemented a new fraud reporting system that improved response times by 20%.