


**Xxxx YYYYYY**

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## Career objective

My goal is to obtain a position in Fraud Operations & Risk Management in the Montreal area.

## Profile

I could serve with my in-depth knowledge of proactive fraud, trend and pattern detection through data analysis, fraud rule and modeling development on a global scale.

I have very good interpersonal skills, able to deal effectively and productively with people in a positive manner. Strong attention to detail and well developed time management.

I'm open, accessible and positive attitude maintaining a strong sense of responsibility, confidentiality and professionalism.

Work well in a fast paced team environment and independently with minimal supervision

## Work experience

### 2007 - 2010

**PayPal** Dublin, Ireland

#### **Prevention fraud analyst**

- Investigate, review and take appropriate action on accounts experiencing possible fraudulent activity, ensuring risk mitigation
- Outbound calls and inbound calls to follow-up fraud cases and giving assistance to customers
- Detecting fraud patterns analyse and summarise key findings to stop known or new fraud trend
- Point of contact for mentoring of new hires and handling escalations from other agents

#### **Resolution service agent**

- Intermediary between customers and back-office departments (fraud, claim, compliance, etc...).

#### **Customer service representative**

- Customer service for french-speaking customers
- First point of contact for merchants

### 2006-2007

**Provence Promotion** Marseille, France

Provence Promotion is the economic development agency of the Bouches-du-Rhône county council

#### **Communication department clerk**

- Daily press reviews and press releases / Commercial brochures
- Care of editorial content of Provence Promotion's website: [www.investinprovence.com](http://www.investinprovence.com)

Part-time job (16h per week) from October 2006 to March 2007

#### **International prospection trainee**

Mission: Prospection and promotion action of the Bouches-du-Rhône county council for firms concerned by ITER

- Study of ITER international batching and ITER's components
- Creation of prospection database / first contacts of potential investors

4-month placement in 2006

**References:** Available on request

**2005**

***Crédit Agricole, Corporate business center*** Marseille, France

↳ **Chargé d'affaires junior Trainee**

Mission: Responsible of a big firms portfolio development (Turnover >1,5 €millions)

- Prospection and meetings with potential clients
- Building, following and gestion of financing cases / building confidential LBO case

2-month placement

**2004**

***Bank of Montreal*** Sarnia, Ontario - Canada Anglophone

↳ **Teller**

- Customer service for all daily banking tasks (withdraws, deposits...)
- Small amount loans

2-month placement

## Training

**2010: Professional certificate in Fraud prevention**

University College Dublin

Dublin, Irlande

**2005-2007: Master's degree in International business - Specialise in Project Management**

International Business and Finance Superior Institut

Institut Supérieur d'Affaires et de Finances Internationales (ISAFI) ([www.isafi.fr](http://www.isafi.fr))

Université de la Méditerranée

Marseille, France

↳ Including one year spent with the european student exchange program Erasmus at the Universitat Autònoma de Barcelona in Spain.

**2004-2005: Three-year diploma in International business**

ISAFI

Université de la Méditerranée

Marseille, France

**2002-2004: Two-year diploma in Finance-Accounting**

IUT de St Jérôme

Université Paul Cézanne

Marseille, France

**2002: Baccalauréat (A-levels) in Economics**

Lycée A.Artaud

Marseille, France

## Interests

- **Reading**
- **Sport** : Tennis (competition since 1992), swimming
- **Trips** (15 countries visited)
- **Photography**
- **Organisation / Planning** of trips / fund-raising event sent to Morocco (2006)

**References:** Available on request