

# Claudia De La Riva

Aurora, CO  
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720-382-3853

Willing to relocate: Anywhere  
Authorized to work in the US for any employer

## Work Experience

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### **Credit Card Fraud Investigator**

Vantiv LLC - Denver, CO  
July 2017 to Present

- Reviews and responds to suspected fraudulent service requests, queues, and transaction records to identify potentially fraudulent transactions or accounts.
- Identifies problems and issues by performing relevant research using the appropriate tools and by following established procedures.
- Utilizes custom and standard software programs and applications as well as manual review to analyze transactional and customer record for fraud.
- Maintains control of an inbound call while following proper procedures in order to resolve open fraud cases.
- Takes inbound calls and provides a high-standard of customer service to ensure resolution.

### **Guest Relations**

Sports Authority at Mile High - Denver, CO  
February 2010 to September 2017

#### Responsibilities

Customer Service - assist our season ticket holders with anything they might need  
Assist management handle tough situations  
Create incident reports  
Verify tickets

#### Accomplishments

I was able to obtain a lead position with the company

#### Skills Used

Great customer service and communication skills

### **Client information Specialist**

Globus - Denver, CO  
January 2013 to June 2017

Specialized in Globus Family of Brands products (Globus, Cosmos, Avalon, Monograms, and Exotics).

Strategically recommended and sold products to fit the needs of travelers through understanding product mix, geography, and competitive advantages within the marketplace while working in a call center environment.

Handled customer care issues and diligently worked to improve overall customer relationships. Processed visas, collected passport information from customers for airlines. Updated sales charts and created rooming lists for our customers.

### **Front Desk Receptionist**

Homewood Suites by Hilton - Denver, CO

January 2014 to August 2015

Assisted customers with booking new reservations. Greeted customers and verified reservations. Processed payments and any special requests from customers. Helped resolve any issues with reservations. Complied with company policies and procedures.

### **Store Manager**

Internet Cafe - Aurora, CO

March 2013 to December 2014

Maintained staff by recruiting, selecting and orienting new staff. Provided training for all new employees. Maintained a safe and secure work environment. Prepared annual budgets, payroll functions and scheduling. Communicated feed back and updated employees with new procedures and policies. Obtained sales reports and submitted to owners for review.

### **Credit Analyst II**

Sprint - Lone Tree, CO

December 2000 to December 2013

- = Through excellent customer service, verified customer's identity and analyze credit applications in attempt avoid the risk of fraudulent account set up for both English and Spanish speaking customers
- = Reviewed existing customer accounts to determine if accounts were eligible for additional lines
- = Processed Social Security modification, FAST orders, and applications through Lightbridge and assisted with payments

### **Fraud Analyst II**

Sprint - Lone Tree, CO

December 2000 to January 2013

- = Review business documents and personal information to verify customer identity to avoid fraud by utilizing the three major credit bureaus
- = Identify and report incidents of identity theft to investigations teams and to credit report agencies
- = Work hand in hand with investigations team to clear fraudulent account

### **Customer Service Representative II (bi-lingual)**

Sprint - Lone Tree, CO

December 2000 to December 2000

- = Obtained credit application information and reviewed for missing information; also worked with three major credit bureaus and Lightbridge to prevent identity fraud
- = Participated in special team to provide ideas and feedback to manager to improve departmental statistics
- = Provided customer resolution and satisfaction to customers with billing and service concerns

= Offered sales promotions and services to new and existing customers

## Education

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### **El Dorado College in Computer Analyst**

Del Valle High School - El Paso, TX

1984 to 1992

## Skills

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Customer Service, Investigations in Identity theft, Credit Analyst, Customer Financial Services, Bilingual, Inventory and Customer Information Specialist.

## Additional Information

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Bilingual 100%

50 wpm

10-key

Quick Books

Word

Excell

Manitosh

Internet Sites

Blackbook

Nexis