

# Sterling Gibbons

Mount Pocono, PA 18344

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## Work Experience

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### **Transportation Coordinator**

Modivcare-Remote

July 2025 to Present

Enhanced customer satisfaction by promptly addressing inquiries and resolving issues.  
Escalated critical customer issues to supervisor to avoid lost revenue and canceled policies.  
Scheduled transportation for medical appointments.

### **Probate Specialist**

Discover Financial Services-Remote

October 2023 to Present

Responsible for providing empathetic customer service to inbound and outbound Probate calls. Researches accounts, updates account information, works with multiple systems (Orion, Accurant and TI) and appropriately notating accounts. Processes death notifications, accounts with insurance, Cash Back Bonus rewards and referrals to new accounts.

Actively manages and escalates risk and customer-impacting issues within the day-to-day role to management. Processes death notifications received from inbound and outbound calls.

Interacts with representatives of deceased cardmembers, external vendors and various internal departments. Updates account information and memos account accordingly.

### **Fraud Investigator**

Discover Financial Services-Remote

September 2022 to October 2023

Worked fraud cases where account attributes could show customers may be involved with disputed activity. Gathered details from merchants and customers to decide on the liability for the disputed activity. Initiated chargebacks on eligible charges. In this department I worked independently while prioritizing and meeting deadlines. Some other skills and tasks included: multi-tasking, willing to dig for answers, engage in critical conversations, casework, skip tracing information, requesting merchant detail, asking investigative questions to our customers to better understand how the fraud occurred and who committed the fraud, talking to suspects and police departments. Ensured cases are balanced correctly customers do not pay for fraudulent activity.

### **Fraud Customer Service Representative**

Discover Financial Services-Remote

April 2022 to September 2022

Resolved customer inquiries and concerns related to suspected fraudulent activities on their accounts promptly and effectively.

### **Inbound Receiving Clerk**

FedEx Supply Chain-Tobyhanna, PA

February 2019 to April 2022

Efficiently unload incoming shipments of merchandise using proper handling and safety techniques. Accurately verify and count received goods to ensure accuracy of inventory records

Organize and store incoming products in designated storage areas for easy access and retrieval. Collaborate with team members to streamline receiving processes and improve efficiency. Maintain a clean and organized work area to uphold safety standards and promote a productive work environment.

### **Guest Service Agent**

Kalahari Resorts & Conventions-Pocono Manor, PA  
February 2017 to February 2019

Provided exceptional customer service to all guests, ensuring a positive experience throughout their stay. Handled guest inquiries and requests promptly and professionally, exceeding guest expectations. Assisted with check-ins, check-outs, and reservations, ensuring accuracy and efficiency

Resolved guest complaints and issues in a timely and effective manner, maintaining a high level of guest satisfaction. Collaborated with other hotel departments to ensure seamless guest service and a cohesive guest experience.

## Education

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### **Software (High school diploma or GED)**

Pocono Mountain West Highschool  
May 2011 to May 2011

## Skills

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- LexisNexis Accurint
- Forklift
- Microsoft Outlook
- Computer skills
- Filing
- Front desk
- Regulatory Compliance
- Reach truck
- Communication skills
- Phone etiquette
- Customer Relationship Management
- Data entry
- Fraud Investigations
- Typing
- RF hand held
- Fraud Detection
- Time management
- Microsoft Excel
- Product Knowledge
- (CRM)
- Organizational skills

## Languages

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- English - Native

## Certifications and Licenses

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### **Pallet Jack Certification**