

Ross Drews

Fraud Specialist - Fidelity Information Services

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Work Experience

Fraud Specialist

Fidelity Information Services

September 2018 to Present

Identified fraud trends and updated algorithm to address real-time fraud strategies.

- Processed over 1,000 cases per month while maintaining greater than 98% quality score.
- Frequently worked overtime and holidays as needed.
- Interacted with card-holders and bank representatives in a courteous manner..

Target Corporation Flow Team

April 2018 to July 2018

Assisted with daily freight truck unload.

- Identified and sorted material to designated staging areas.
- Conveyed merchandise from staging areas to sales floor, stocked shelves.
- Interacted with customers to determine their needs and facilitate their shopping experience.

Phoseon Technology Swing Shift Material Handler/Receiving Clerk

March 2015 to July 2017

Utilized Infor SyteLine ERP system to receive and issue stock while maintaining inventory accuracy.

- Self-managed, single-handedly supporting a production team of up to 20 members.
- Performed quality inspections on incoming materials.
- Conducted weekly cycle-counts, verifying and correcting stock levels in ERP system.
- Promptly processed RMAs arriving from customers.
- Used Microsoft Office Suite for records keeping and intra-office communication.
- Attained CPR qualification and underwent AED training.

Customer Service Representative

GameFly, Inc

September 2009 to February 2015

Used Oracle RightNow CRM system to facilitate and track interactions with members.

- Engaged with customers on a daily basis via phone, email, and live chat, while maintaining a polite, empathetic, and patient demeanor.
- Quickly established and upheld a reputation as a "go-to" employee for escalated situations, frequently resolving issues handed down directly by the company CEO.

Steve Jackson Games Warehouse and Customer Service Clerk

December 2007 to September 2009

Responsible for arming and disarming facility security system daily.

- Performed incoming inspections for quality control.
- Solely responsible for maintaining inventory accuracy.
- Processed payment and shipped orders domestically and internationally.

Cryptologic Technician Interpretive Second Class (E-5)

U.S. Navy

December 2001 to September 2005

Was granted a Top Secret/Sensitive Compartmented Information (TS/SCI) security clearance.

- Adhered to military uniform, grooming and fitness standards.
- Received Good Conduct Service Medal; Global War on Terrorism Service Ribbon; National Defense Service Medal; Overseas Service Ribbon.

Education

High School Diploma

Defense Language Institute - Monterey, CA

Skills

- Live Chat
- SyteLine
- ERP Systems

Military Service

Branch: United States Navy

Rank: E5