



**JEHU FRASDILLA ELCANO**

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**A social media savvy with a wealth of experience as a service professional acting in different capacity from Banking and Finance, Telecommunications, Print Media, Hotel, and the Travel Industry.**

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**Professional Experiences:**

**Senior Fraud Analyst**

**EXL Services Philippines**

July 3, 2017 to July 23, 2018

My tasked is to take order from callers who wish to book, to verify and requesting flight information and travel needs. Review the existing and previous transactions that were reported by the customers and business counterparts as fraud. Makes an analysis report and provide the same for further recommendation.

- Primary function is to conduct personal identification verification for security
- Process preferred flight details, hotel reservation and limousine and book them accordingly
- Offer available options that would fit in the requirements of the traveller that is within their company's threshold
- Checked all vouchers, receipts, on-line record available and existing lay-out for disparity and discrepancies prior to reporting of the transaction as fraud
- Validates information of purchase and point of transaction history prior tagging to fraud
- Process billing, invoices and re-charging of transaction previously reported as fraud but were found valid transaction after the review and investigation
- Facilitate insurance application or recommendation for travel documents, personal belongings and the passenger
- Ensure that all information provided matched the record prior engagement to travel details, order taking and processing of payment

- Participates in identifying, analysing and investigating possible and existing fraudulent transaction/s and provides sound recommendation on identified fraudulent payments for their booking reservations through credit card transaction made on-line and off-line
- Identify opportunities to improve anti-fraud controls and reducing its impact or the likelihood of having Fraud risk
- Review and secure booked transactions made through on-line or off-line and trigger fraudulent transaction – as part of Quality Assessment Monitoring for the assigned team
- Conducts simple profiling for passengers flagged as possible fraudster and identified flagged destination
- Provides report, evaluation and suggestion for the findings
- Escalate concerns of irregularities of credit card transactions from flights, hotel, limo, car and Amtrak or train reservations to appropriate business unit
- Performs callout to travellers with clarification, additional inquiry, escalated calls (BBB, FAA, TSA) and participates in on-line business meetings, forums and committees

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### **Fraud Analyst**

JP Morgan Chase & Co.  
Taguig City, Philippines  
May, 2015 to July, 2016

Performs account verification and process reports for all transactions identified by the customers as fraud. Process account deletion and creation in coordination with various inter-agency alliances involve in the detection of fraudulent transaction.

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### **Subject Matter Expert**

#### **GENPACT SERVICES LLC**

January 21, 2011 to May 12, 2017

Evaluate and validate information, review evidences, creates profile and analysis report for proper recommendation of action. Monitor calls for inbound and outbound agents. Handles

escalated calls and assist the in-bound and outbound inquiry of customers when opportunities requires.

- My task includes phone verification or personal identification both inbound and outbound process as needed by the business
- Transactional process concerning charges, waiver of fees and disputed transactions
- handled the nonvoice process for reaching out to customers via email and providing solutions to their needs
- Facilitate application of appropriate insurance coverage to the value covered by the fraudulent transaction
- Provides sound recommendation to various customers who had expressed intention of cutting ties with the bank - **Retention/winback process**
- Collates and prepares report for the daily, weekly and monthly progression and performance of the team including attendance and adherence
- Conducts a one-on-one review and feedback to team members
- Continuously maintains the highest standard of ethical communication in analysing, identifying and assessment of possible fraudulent transactions as required by the business
- Provides and offer feedback on the enhancement of identifying early signs of possible fraudulent transactions in connection with the pre-existing policy and guidelines
- Manage the first responder to fraudulent transaction initiating an investigation and remediation

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### **Customer Service Officer**

#### **STANDARD CHARTERED BANK**

September 2005 to November 2010

Assist all inbound and outbound customers with billing inquiry and concerns. Process request in updating their personal information and facilitate account reporting.

- Conducts personal identification verification to all customers
- Transactional processing of charges, fees and rewards redemption(debit, credit and waiver)
- Attends to all requests and forward other concerns and or complaints to appropriate department

- Account creation, document checking and verification, account deletion and/or closure and issuance of certification
- Collection callout for early collect-reminder
- **Winback process and solutions provider**
- Analyse, identifies and assess fraud risks
- Identifies and implement of cost effective fraud deterrent, prevention, detection, response (immediate investigation and remediation)
- Maintain close relationship with business unit counterparts for fraud risk management
- Participates and support whistle-blowing with sound ethical culture that in turn supports the Fraud Risk Management Framework

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#### **Educational Background:**

**Bachelor of Arts in Mass Communication**  
Pamantasan ng Lungsod ng Maynila

Graduated in May 19, 2003  
Intramuros, City of Manila

#### **References:**

**Margieber P. Bumatay**  
Designer – Southern Sun Hotel  
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