

# Jose Sanchez

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## EXPERIENCE

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### First Citizens Bank

Roanoke, VA

Operations Specialist

Nov. 2023 – Mar. 2024

- Transferred business accounts from a bank merger and made sure customer profiles were accurately entered into the banking system. Responded to customer's concerns directly via phone or email.
- Reviewed customer accounts for any possible fraudulent activity using Excel to filter out relevant information and created written reports from my findings.

### Wells Fargo

Roanoke, VA

Senior Fraud Specialist

Apr. 2018 – Nov. 2023

- Researched complex transactions across customer accounts to prevent and detect fraudulent activities, policy violations and merchant disputes.
- Provided detailed written reports for fraudulent schemes and unusual patterns. Used multiple programs to access accounts and organize findings.
- Created SQL queries to extract customer information and created simple graphs using Excel to identify potential fraudulent patterns.

### Lowes

Rocky Mount, VA

Office Admin

Nov. 2017 – Apr. 2018

- Created daily reports detailing all transactions from the previous day for auditing purposes.
- Researched any discrepancy in employee tills and created a written record of my findings.

### George Mason University

Fairfax, VA

Classroom Tech Assistant

Mar. 2016 – Nov. 2017

- Updated university database using Excel to maintain accurate inventory on all equipment borrowed.
- Aided in troubleshooting technical inquiries over the phone and deployed an in-person response as necessary to maintain all university equipment in working order.

## EDUCATION

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George Mason University

Bachelor of Science, Economics

Nov. 2017

## CERTIFICATIONS

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Tableau Desktop Specialist

## SKILLS

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- Microsoft Office – Word, Excel
- Report Writing, Relational Databases, SQL