

Nailah Carew

Fast learner & Hard worker!

San Antonio, TX 78218

ncarew00@gmail.com

+1 704 605 7569

- Results oriented worker who is skilled in many different areas.
- A quick learner who is passionate about customers/clients leaving with a positive experience.
- Solution oriented individual with a solid focus on customer/client retention.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Fraud Specialist

JPMorgan Chase & Co - San Antonio, TX

April 2022 to Present

Successful Fraud Specialists balance their focus on business results with offering options and finding solutions to help our customers. They also:

- Are very comfortable communicating with customers in a metrics-driven environment
 - Are able to navigate multiple technologies while staying engaged with our customers
 - Demonstrate resiliency and extreme adaptability in a fast-paced environment
 - Possess strong customer focus with the ability to have detailed conversations with our customers
 - Take ownership of each customer interaction while treating customers with respect and responding with empathy
 - Demonstrate personal excellence including punctuality, integrity, and accountability
 - Approach problems logically and with good judgment to ensure the appropriate customer outcome
 - Make appropriate decisions on behalf of our customers quickly and effectively
 - Effectively prioritize work to ensure efficiency
 - Are required to abide by all applicable regulatory and department practices and procedure.
 - Have the ability to work independently and in a team environment
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- Think critically and exercise independent judgement

Fraud Claims Specialist

Wells Fargo - San Antonio, TX

September 2021 to February 2022

- Support fraud and claims functional area by proactively identifying opportunities to improve customer experience, and offer ideas to mitigate risks through effective authentication of customers in order to prevent fraudulent activity
- Perform moderately complex customer support tasks by utilizing solid communication, verbal and written, skills to establish rapport with customer and to deescalate difficult, as well as sensitive information as a part of resolving a claim
- Receive direction from managers and escalate non-routine questions

- Oversee multiple claim types, and take appropriate action to decision the case using multiple systems and applications
- Interact with colleagues on required information as well as external and internal customers through inbound or outbound calling
- Contact third parties for research

Enrichment Specialist

IDEA Public Schools - San Antonio, TX

August 2019 to May 2021

Enrichment Program Specialists work directly with an assigned group of approximately 10-20 students, to provide an innovative, enriching, stimulating, safe, responsible, well-supervised afterschool program activity while acting as a positive adult role model, coach, and mentor. Enrichment Program Specialists must have a genuine interest in the growth, development, and provision of a safe, nurturing, and fun environment for the students they teach. An Enrichment Program Specialist's ability to establish authority through leadership, communication, and most importantly patience, will be required in giving our students the stability and nurturing atmosphere they need to succeed.

Call Center Representative

Randstad - San Antonio, TX

October 2018 to January 2019

- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Determines eligibility by comparing client information to requirements.
- Establishes policies by entering client information; confirming pricing.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Updates job knowledge by studying new product descriptions; participating in educational opportunities.
- Accomplishes sales and organization mission by completing related results as needed

Education

BS in Languages, Literatures, & Cultures

UNCG - Greensboro, NC

August 2015 to July 2020

Associates in Arts

Central Piedmont Community College

2010 to 2015

Skills

- Microsoft Office (10+ years)
- Windows (10+ years)
- Teaching (2 years)

- Fraud
- Figma (Less than 1 year)
- Adobe Photoshop (3 years)
- Adobe Illustrator (2 years)
- User Interface (UI)
- User Experience (UX)

Languages

- English - Fluent
- American Sign Language - Fluent

Certifications and Licenses

UX/UI DESIGN

August 2022 to February 2023