

# William P. Shea

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## PROFILE

A highly motivated, competent, creative, ambitious, and performance-driven professional with several years of experience as an account analyst in the banking industry. A strong record of achievement in providing the necessary expertise to ensure streamlined operations, significantly increased accuracy, proficiency and profitability.

Expertise includes:

**Project Management, (BSA) Bank Secrecy Act, Fraud Monitoring, Fraud Detection, Fraud Operations, Fraud Investigations, Account Review and Analysis.**

Technical Skills: Adobe InDesign CC, Adobe Lightroom, Adobe Photoshop CC, Microsoft Office Suites, AP Style, Proofreading and Copy Editing; Detail-Oriented

Proven background at building corporate relationships, team building, planning, organizing, and problem-solving, all of which realized significant contributions to bottom-line results.

## PROFESSIONAL EXPERIENCE

06/21 – Pres

### **Fraud Investigations Analyst**

BARCLAYS BANK, Henderson Nevada

- Responsibilities include working daily case list as provided by team managers – evaluating cases to determine fraud type and liability. Resolve and perform any chargebacks, rebills, account balancing and necessary transfers.
- Reviewed inbound calls from customers to determine liability and fraudulent activity.
- Worked transactional, ATO (account takeover), Fraud Application, Charge Off Bad Debt, Credit Bureau Disputes swim lanes.
- Maintained compliance by submitting 4BSA reports for qualifying accounts.
- Coordinates with facilitators and team managers as necessary to resolve account issues.

02/20 – 06/21

### **Collections Customer Service Agent**

BARCLAYS BANK, Henderson Nevada

- Responsibilities include receiving inbound and making outbound calls to and from customers while servicing their needs in an effective and efficient manner.
- Working with customers to create payment programs and solutions that resolve account problems.
- Taking ownership of any follow up work necessary to service customer accounts.
- Adhering to compliance regulations and security policies.

10/17 – 9/19

### **Editorial Director**

SMALLWORKS PRESS, Las Vegas, Nevada

- Responsibilities include title development and editorial design, copy editing, management of bibliographic and reference data, and the final approval of both project and publication design.
- Designed and produced *Motel Vegas*, *Street Art Las Vegas*, and *Compass of the Ephemeral*. Co-author of *Street Art Las Vegas*.

## EDUCATION

JOSEPH P. KEEFE TECHNICAL HIGH SCHOOL, 1988 – 1991

Framingham, Massachusetts

GED – 1991

## PUBLIC SERVICE

Las Vegas Arts District Board of Directors - Treasurer, Elected (August 2014 – August 2019)