

Stacy Hancock

Fraud Prevention | Tax Support | Financial Services Professional

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Professional summary

Fraud Prevention, Financial Services, Tax Support, and Operations Professional with experience in fraud detection, customer advocacy, technical troubleshooting, tax support, financial services, and business operations. Skilled in identity verification, risk recognition, investigative problem-solving, documentation, compliance procedures, and customer education. Recognized for strong research abilities, sound judgment, attention to detail, and the ability to quickly learn complex systems, regulations, and technologies.

CORE COMPETENCIES

- Fraud Detection & Prevention
- Financial Services Support
- Identity Verification & Authentication
- Risk Recognition & Escalation
- Customer Advocacy
- Investigative Problem Solving
- Regulatory Research
- Compliance Procedures
- Documentation & Case Management
- Tax Support
- Technical Troubleshooting
- Salesforce CRM
- Customer Education
- Remote Work Operations
- Data Entry & Recordkeeping
- Dispute Resolution
- Process Improvement
- Conflict Resolution

Work authorization

Authorized to work in the US for any employer

Work experience

Fraud Specialist (Independent Contractor)

Arise Virtual Solutions Inc. | Remote

August 2024 to Present

- Support financial services customers with fraud-related account concerns, unauthorized transactions, and account security issues
- Perform customer authentication and identity verification procedures to prevent unauthorized access
- Identify suspicious activity and escalate potential fraud cases according to established protocols
- Assist customers with fraud claims, dispute processes, and account protection measures
- Educate customers on fraud prevention, scams, phishing awareness, and account security best practices
- Document detailed case notes and maintain compliance with security and privacy standards
- Meet productivity, quality, and customer satisfaction goals in a remote environment

Personal Shopper (Independent Contractor)

Shipt Inc | Mentor, OH

April 2024 to Present

- Provide personalized shopping and delivery services while maintaining accuracy, efficiency, and customer satisfaction
- Communicate directly with customers regarding substitutions, special requests, and order updates
- Manage multiple orders while meeting strict delivery timelines
- Utilize mobile technology and route planning tools to maximize productivity and service quality

Tax Support Representative

Girlicity LLC / Arise Virtual Solutions Inc. | Remote

September 2022 to March 2024

- Assisted customers using tax preparation software by providing guidance on navigation, electronic filing, account access, and tax-related support
- Resolved technical issues and helped customers successfully complete filing processes
- Simplified complex tax-related information for customers with varying levels of experience
- Maintained compliance with company procedures while delivering exceptional customer service
- Troubleshooted software, login, filing, and account-related issues

Fraud Specialist

Discover Financial Services | New Albany, OH

August 2022 to December 2022

- Assisted customers with fraud-related account concerns, unauthorized transactions, and account security issues
- Performed identity verification and authentication procedures to prevent unauthorized account access

- Identified suspicious activity and escalated potential fraud cases according to established protocols
- Educated customers on fraud prevention, account protection, and phishing awareness
- Documented detailed case information and maintained compliance with privacy and security standards
- Worked in a highly regulated financial services environment while meeting quality and productivity goals

Founder & Owner

Kobava | Willoughby, OH

June 2015 to April 2020

- Founded and operated a successful e-commerce business specializing in maternity and baby products
- Designed, sourced, and launched proprietary products through international manufacturing partners
- Managed supplier sourcing, production timelines, importing, customs documentation, inventory, and logistics
- Sold more than 1,000 products through online sales channels, including over 500 units of a signature maternity coat product
- Coordinated communications with overseas manufacturers across multiple time zones
- Managed all customer service, vendor relations, order fulfillment, bookkeeping, and business operations
- Researched importing regulations, customs procedures, intellectual property considerations, and product compliance requirements
- Built and maintained strong customer relationships through phone, email, and online support

Tier I Technical Support Representative

Convergys | Toledo, OH

March 2000 to September 2003

- Managed high-volume inbound technical support calls
- Diagnosed internet, software, and connectivity issues
- Escalated complex technical issues appropriately
- Documented customer interactions and resolutions accurately
- Maintained customer satisfaction while troubleshooting technical concerns

Alarm Dispatcher

Corporate Protection Services (CPS) | Toledo, OH

February 1998 to March 2000

- Monitored fire, intrusion, and duress alarms for residential and commercial clients
- Coordinated with law enforcement and emergency responders

- Conducted client well-checks during alarm and power-loss events
- Documented incidents, suspicious activity, and system alerts
- Demonstrated strong judgment and attention to detail in high-responsibility situations

Education

Cybersecurity (Google Cybersecurity Professional Certificate)

Google Cybersecurity Professional Certificate | Remote

Certificate (Medical Billing & Coding Certificate Program)

Auburn Career Center | Concord, OH

Certification (Ohio Real Estate Pre-Licensing Education)

Hondros College | Mentor, OH

Human Resources And Business Studies (College)

Lakeland Community College | Kirtland, OH

Skills

Data entry

Salesforce

Microsoft Teams

Microsoft

Typing

Decision making

Social Media Customer Service

Phone etiquette

Microsoft Outlook

Phone-Based Customer Service

Computer operation

Phone communication

Microsoft Word

Computer literacy

Customer relationship building

Task prioritization

Client interaction via phone calls

Customer Service Problem Solving & Troubleshooting

Computer skills

Handling Difficult Customers

Building Rapport with Customers

Customer service problem-solving

Customer Service Foundations

Customer communication

Microsoft Dynamics GP

Zendesk Customer Service Professional Certificate

Conflict management

Orion

High-Volume Calls

Technical support

Computer hardware

Software troubleshooting

Languages

English

Certifications and licenses

Customer Service: Handling Abusive Customers

Linkedin Learning

Foundations of Cybersecurity

April 2026 to Present

Google Cybersecurity Professional Certificate

Zendesk Customer Service Professional Certificate

October 2023 to Present

Linkedin Learning ZenDesk

Servicing Customers Using Social Media

October 2023 to Present

Linkedin Learning

Customer Service: Problem-Solving and Troubleshooting

October 2023 to Present

Linkedin Learning

Phone-Based Customer Service

October 2023 to Present

Linkedin Learning

Customer Service Foundations

October 2023 to Present

Linkedin Learning

Creating Positive Conversations With Challenging Customers

October 2023 to Present

Linkedin Learning

Building Rapport With Customers

October 2023 to Present

Linkedin Learning Building Rapport With Customers

Driver's License

Additional information

- Successfully advocated for Social Security survivor benefits through regulatory research and legal escalation
- Obtained approval for significant medical financial assistance through documentation and case development
- Experienced in researching regulations, policies, administrative processes, and complex documentation requirements
- Strong background in customer advocacy, problem-solving, and investigative research
- Authorized to work in the United States