

JEVIC CAHILIG

FRAUD DETECTION ANALYST



CONTACT

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SKILLS

- Fraud Detection
- Technical Support
- Customer Service
- Time Management
- Leadership
- Effective Communication
- Critical Thinking and Analytics

CERTIFICATIONS AND ACHIEVEMENTS

- CSC Professional
- DOST - SEI Scholar

REFERENCE

Available upon request



PROFILE

Experienced Fraud Detection Analyst with a background in banking customer service, technical support, and programming. Skilled in transaction monitoring, investigative reporting, data analysis, and client communication. Currently seeking a new position where I can apply accurate analysis, efficient administrative support, and dependable professional assistance to protect customers and strengthen business integrity.



WORK EXPERIENCE

Metropolitan Bank and Trust Company SEPT. 2025 - PRESENT
Fraud Detection Analyst

- Fraud Identification and Prevention
 - Identify potential fraudulent transactions on cardholder accounts.
 - Analyze transaction data in real-time or near real-time to detect and prevent fraud losses.
- Fraud Strategy and Rule Management
 - Monitor daily fraud alerts and address any program or system errors.
 - Proactively identify new fraud trends/modus operandi and develop processes to detect or deter them.
- Customer Service and Compliance
 - Ensure a high level of customer service is maintained when interacting with cardholders regarding suspicious activity.
 - Maintain compliance with relevant laws, regulations, and card network rules

Metropolitan Bank and Trust Company NOV. 2023 - SEPT. 2025
CSR - Teller

- Opened new accounts while ensuring compliance with KYC, AML regulations and bank policies
- Processed teller transactions accurately, including deposits, withdrawals, and loan payments.
- Assisted customers with account updates, online banking, and general inquiries.
- Maintained cash drawer and balanced daily transactions with a focus on accuracy and security.

Millennial Zeal Technology Corporation JAN. 2021 - NOV. 2023
Technical Support Engineer / Officer-in-Charge

- Oversee daily operations in the absence of the department head.
- Developed comprehensive troubleshooting guides for internal use, improving team knowledge and performance.
- Conducted root cause analysis of technical issues, implementing preventive measures for future occurrences.



EDUCATION

Bachelor of Science in Information Technology 2015-2019
Aklan State University - College of Industrial Technology