



Cala, Jackielyn D.

Mobile Number: **09126725893**

Email: calajackie@gmail.com

Age: 27 years old

Location: Baybay, Leyte

Education

January 2019 - Present

Ateneo De Manila Graduate School of Business

Masters in Business Administration (MBA)

April 2018

University of San Carlos

College Graduate of Bachelor of Science in Business Administration

Major in Marketing Management

Work Experience

October 2015 to January 2021

(5 years 4 months)

JPMorgan Chase Bank N.A

JPMorgan Chase Bank N.A

Senior Specialist II / Fraud Specialist III **(Feb 2020 - Jan 2021)**

Reviewing merchant account for any unusual activity. Analyze data from multiple sources to identify discrepancies. Write reports, and document evidence, findings and recommendations.

Workforce Senior Specialist I **(June 2018 - Feb 2020)**

Responsible for the real time monitoring and coding of attendance and absences of the employees. Entering and reporting schedule and exception using eWFM.

Fraud Specialist **(Oct 2015 - June 2018)**

Handle in-bound calls, helping our clients and cardholders resolve their potential fraud issues. Review cardholder's transactions and identify any unusual activity using various tools.

October 2014 to October 2015

(1 year 1 month)

Teleperformance

Teleperformance

JPMorgan Chase Account - Fraud Specialist **(Oct 2014 - Oct 2015)**

Handle in-bound calls, helping our clients and cardholders resolve their potential fraud issues. Review cardholder's transactions and identify any unusual activity using various tools.