



JESSIE ANDALES

DIGITAL SUPPORT OFFICER / SENIOR FRAUD SPECIALIST

CONTACT

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Valenzuela City, NCR 1447

SKILLS

- Digital Banking Systems (TSYS, FINACLE, Salesforce, etc.)
- Customer Support & Service Excellence
- Fraud Prevention & Risk Analysis
- IT Support & Troubleshooting
- Process Optimization & Workflow Improvement
- Communication & Client Relationship Management

STRENGTHS

- Analytical and critical thinker with keen attention to detail
- Strong written and verbal communication (English & Filipino)
- Highly organized, self-motivated, and adaptable under pressure
- Professional integrity and dedication to excellence



PROFILE

Results-driven professional with over 15 years of experience across banking, digital support, and IT services. Recognized for exceptional analytical skills, leadership, and commitment to operational excellence. Proven ability to enhance processes, resolve complex issues, and deliver outstanding client experiences in fast-paced environments.



WORK EXPERIENCE

UnionBank of the Philippines

JUNE 2022 - JULY 2025

Digital Support Officer

- Provided comprehensive digital support for Credit Cards and CASA products using email and social media platforms, leading to 95% customer satisfaction.
- Ensured timely and accurate issue resolution by aligning with bank policies and procedures.
- Applied sound judgment in decision-making aligned with bank policies and procedures.
- Collaborated with multiple departments to expedite client requests, improving service delivery time by 20%.
- Identified and proposed data-driven solutions to streamline workflow, enhancing efficiency.
- Consistently achieved monthly and quarterly service goals through proactive problem-solving.

JP Morgan Chase & Co.

MARCH 2019 - MAY 2022

Senior Fraud Specialist

- Investigated and resolved fraud cases for Wires (Domestic, International, Branch), ACH Debits & Credits, QuickPay and/or Zelle Payments for transactions worth up to USD 500,000, achieving significant improvements in fraud detection accuracy.
- Reviewed transaction monitoring alerts and out-of-pattern activity.
- Analyzed customer transactions and identified suspicious behavior, trends, and red flags.
- Documented investigations clearly, including rationale and supporting evidence.
- Escalated suspicious activity in line with internal procedures.
- Supported preparation of Suspicious Activity Reports (SARs), where required.
- Promoted twice in two years due to exemplary performance and leadership.
- Received multiple awards including High Dollar Saves (Oct 2019) and Top Process Specialist (Aug & Dec 2020, Mar 2021).
- Trained in Branch Wire processing for high-value transactions exceeding USD 500,000.

TOOLS & SYSTEMS

- Zenbooker
- Workiz
- Salesforce
- TSYS
- FINACLE
- LAD
- LexisNexis
- EIV
- Active Directory
- Freshdesk
- ServiceNow
- Siebel
- MS Office
- MS Teams
- Zoom
- Canva
- Skype
- Etsy
- eRank
- Creative Fabrica

REFERENCE

- Estate Darcy
- Wondershare PDFElement
- Photo Collage Maker
- Email Marketing Campaign

Viventis Interim Mgmt., Inc.

JANUARY - AUGUST 2018

Service Desk Escalations Analyst

- Delivered comprehensive IT support for corporate users, ensuring seamless account setup and access through efficient management of Active Directory, Azure, and Exchange.
- Acted as interim SME to enhance incident management protocols, improving team performance metrics by 15%.
- Generated daily performance reports to facilitate continuous improvement processes.

Teleperformance Philippines

OCTOBER 2009 - NOVEMBER 2017

Technical Support Specialist

- Resolved mobile phone and network issues for an American account, improving customer satisfaction rates by leveraging expert troubleshooting skills.
- Managed billing concerns and provided targeted solutions for internet connection issues, addressing both internet and computer-related challenges.
- Supported diverse connection types including ADSL, Wireless Broadband, and Cable, serving Australian clients and maintaining high service standards.
- Delivered installation assistance and technical support for T-Hub and T-Box, ensuring seamless customer onboarding experiences.



EDUCATION

BS Computer Engineering

MAY 2004 - AUGUST 2008

AMA Computer University | Project 8, Quezon City

BS Computer Engineering

JUNE 2003 - MARCH 2004

Polytechnic University of the Philippines | Sta. Mesa, Manila