

MAYCEL TACATA

Risk Analyst | Customer Operations Specialist

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PROFESSIONAL SUMMARY

Risk Analyst with 3+ years of experience in fraud detection, transaction monitoring, risk assessment, KYC, and payment operations, backed by 7+ years of customer support experience. Skilled in investigating suspicious activity, resolving payment issues, ensuring compliance, and delivering high-quality customer service in fast-paced fintech and e-commerce environments. Proficient in Zendesk, Salesforce, and fraud detection tools. Consistently exceeds SLA, QA, and customer satisfaction targets through strong analytical, problem-solving, and communication skills.

CORE SKILLS

- Fraud Detection and Prevention
- Risk Assessment and Transaction Monitoring
- Customer Identity Verification (KYC)
- Payment Processing and Payment Gateways
- Chargebacks, Refunds, and Dispute Resolution
- Fintech and E-commerce Support
- Trust and Safety Operations
- CRM and Case Management
- Omnichannel Support (Email and Live Chat)
- SLA, KPI, and CSAT Management
- Client Relationship Management
- Data Entry and Confidentiality
- Analytical Problem Solving
- Cross-Functional Collaboration
- HIPAA Compliance

SYSTEM TOOLS

CRM and Customer Support: Zendesk, Salesforce

Payment Processing and Gateways: Stripe, Braintree

Fraud Detection and Risk Management: Sardine AI

Productivity and Collaboration: Google Workspace, Microsoft Office, Slack

Knowledge Management and Documentation: Roam

PROFESSIONAL EXPERIENCE

Risk Analyst, Chat and Email Support - Raise.com | Everise Philippines, Taguig, Philippines *May 2023 - July 2026*

- Investigated potentially fraudulent transactions and account activities using AI-powered fraud detection and risk assessment tools.
- Conducted transaction monitoring and account reviews to identify suspicious activity and mitigate financial risk.
- Performed customer identity verification and account validation while ensuring compliance with company policies and security standards.
- Managed payment disputes, chargebacks, refunds, and payment-related inquiries across multiple payment platforms.
- Used Zendesk, Stripe, Sardine AI, and Braintree to investigate cases, document findings, and resolve customer issues.

- Escalated high-risk cases to Trust & Safety, Risk Operations, and Payment teams for further investigation and resolution.
- Collaborated with the Internal Risk and Fraud Team to strengthen fraud prevention strategies and improve operational efficiency.
- Maintained accurate case documentation while safeguarding confidential customer and financial information.
- Responded to customer account and order inquiries via email and live chat, resolving issues promptly while meeting SLA and CSAT targets.
- Reviewed and verified acquisition commission rates across multiple brands to ensure accuracy and compliance with company policies.
- Partnered with internal teams to resolve commission-related inquiries and ensure timely processing prior to approval.

Customer Reference Specialist, Outbound - ANGI CVR | Everise Philippines, Taguig, Philippines *August 2022 - May 2023*

- Reviewed and processed daily customer reports using Salesforce CRM, ensuring data accuracy and timely record updates.
- Conducted outbound calls to homeowners to verify completed home improvement projects and collect customer feedback.
- Documented customer responses, project outcomes, and contractor performance within the CRM system.
- Verified and maintained accurate customer records while ensuring data integrity and compliance with company standards.
- Maintained professionalism, confidentiality, and adherence to quality assurance and compliance guidelines during all customer interactions.

Sales Representative, Outbound - HomeAdvisor Elite360 | Everise Philippines, Taguig, Philippines *March 2019 - August 2022*

- Conducted outbound calls to homeowners regarding home improvement project requests and service needs.
- Assessed customer requirements and matched homeowners with qualified contractors based on project scope, location, and service availability.
- Educated customers on available contractor services and facilitated warm transfers to appropriate service providers.
- Identified additional customer needs and generated new sales opportunities through consultative conversations and effective needs assessment.
- Maintained accurate documentation of customer interactions, project details, and follow-up activities using CRM systems.
- Demonstrated strong communication, relationship-building, and problem-solving skills while providing a seamless customer experience.

EDUCATION

Bachelor of Science in Chemistry - Western Mindanao State University, 2011

Vocational Course, Caregiving NC II - Southern City Colleges, June 2014 - January 2015

TRAININGS AND CERTIFICATIONS

- Caregiving NC II
- HIPAA Compliance
- Medical Virtual Assistant Training
- Healthcare NC II