

Yukiko Yanai

Fraud Payments executive at ezetop Ltd.

W: <http://www.worky.com/yukiko-yanai>

Yukiko Yanai's Professional Experience

2012 - Present **ezetop Ltd. - Fraud Payments executive**

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setting up new fraud system & rules at new team, monitoring transactions and alerting, taking actions to the fraudulent accounts using current/new system.

2010 - 2011 **Pocket Kings Ltd - Fraud Analyst**

- * Investigated and resolved queries relating to customer fraud.
 - * Assessed risk of cashier-related transactions and prevented financial loss as a result of fraudulent behaviour.
 - * Prevented fraudulently acquired funds from leaving the system.
 - * Daily reporting on fraudulent behavior relating to payment solution activity.
 - * Proactive risk assessment using various reports and tools of financial transactions.
 - * Maintained procedures and protocols that drove the identification of high risk transactions.
 - * Actively contributed to the identification and implementation of system improvements and initiatives.
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Key Skills Cashier, proactive, Reports

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2009 - 2010 **Pocket Kings Ltd - Customer Service Agent**

- * Worked as a bilingual customer service agent.
 - * Dealt with email and phone inquiries in both English and Japanese using Kana and Cisco programs.
 - * Performed translation work for the gaming website.
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Key Skills Customer Service, bilingual, Cisco , Customer Service, Customer Service Agent, Japanese, KANA

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2007 - 2009 **Chartbusters Ltd - Store Manager**

* Store management and general administrative duties - stock control, stock and customer database management, sales promotions, etc.

* Staff management including hiring and firing, processing time sheets, etc.

* Managed cash sheets and reconciliations.

Key Skills Promotions, Store Management

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Key Skills Promotions, Store Management

2005 - 2006 **Cahill-O'Brien Associates Ltd - Administrator / Accounts payable**

* Performed general office management / administrative and secretarial duties for the director in an architect's office. This involved the day to day / monthly processing of accounts payable transactions, in addition to bank reconciliation duties.

* I was also responsible for file management of project work, including scheduling and payment projections.

* My duties incorporated payroll management for staff and credit control for clients. This ensured that finances were maintained in an effective, up to date and accurate manner.

* Prepared and submitted monthly PRSI and P30 Returns.

* Prepared planning permission for varied project work - created site notices, submitted planning permissions with final checks, put site notices in locations, etc.

* Have basic working knowledge of Archicad / AutoCAD / SketchUp / vector works (all drawing programs).

Key Skills Architect, AutoCAD, Bank reconciliation, Credit Control, File Management, office management, Payroll, payroll management

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Yukiko Yanai's Education and Qualifications

2009 **Bachelor/Degree - FETAC, Payroll**

Dun Laoghaire Further Education

I have worked as a shift manager at restaurant during my college years.

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2008 **Bachelor/Degree - BTEC HND, Interior Design**
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Yukiko Yanai's Additional Information

Links

Linkedin Profile - <http://www.linkedin.com/pub/yukiko-yanai/3a/5a2/500>

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