

Anthony LoPrimo
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<https://www.wildcardcreations.net/>

SKILLS & ABILITIES

Good team player but can still work independently. Comes up with creative solutions to any kind of problem. Artistically and creatively driven and minded. Quick learner, and able to rapidly adapt to change.

PRIOR EMPLOYMENT

CardWorks Servicing | *Fraud Investigator I, 11/2019 - Current*

- Demonstrates an attention to detail, accurately investigating cardholder fraud claims, mitigating loss to the bank through chargebacks and obtaining merchant credit to the affected account.
- For claims that present evidence of cardholder participation, they are referred to the appropriate team (disputes) or are outright denied.
- Demonstrated control when speaking with cardholders and merchants.
- Developed a companion tool using HTML, CSS, JS, to aid in the process of note taking and generation, decision-making, and referencing processes and duties, especially as the technical climate changes at the job.

Altice USA, Inc. | *Rep - Technical Customer Care, 6/2018 - 8/2019*

- Demonstrating leadership skills by leading a small team developing an MVP for an internal competition.
- Improve customer opinion by providing expert advice on products and services. Reduced the need for customers to call multiple times by accurately troubleshooting customer's technical issues or referring to appropriate departments.
- Diffused irate customers and restored faith in the company by using patience, good listening skills, and empathy to be able to get to the source of the problem and resolve it.

The Home Depot | *Special Services Associate, 3/2017 - 6/2018*

- Assisted customers with cashier duties while maintained business continuity by assisting other departments as needed, either through sales/information or using heavy-lifting equipment such as lift trucks or forklifts.
- As an acting IT-Liaison, provided auxiliary IT functions & support to aid management in ensuring business continuity. Managed various repair calls to ensure orders were followed through.

Micro Center | *Multiple Positions, November 2012 - February 2016*

- **Knowledge Expert (10/2014 - 2/2016)**, Effectively directed customers through accurately answering questions, assisted customer returns and processed computer repair check-ins. Provided further customer education via weekend classes with a Q&A session at the end. Provided basic troubleshooting at the counter to further determine if a device needed to be checked in or not, or if a product needed to be purchased.
- Maintained business continuity by assessing and repairing internal systems, ensuring security & technology were up to company spec.
- **Store Stock Technician (10/2013-10/2014)**, Maintained high level of quality with returns and customer system builds through the accurate troubleshooting, repair and/or handling of computers and devices, along with their parts.

Wildcard Creations/Freelance Work | *June 2010-Current*

- Provided multiple personal and contract work for private clients, and small companies which included direct work and consulting for: graphic design (including logo and character design), and various work on print media, including but not limited to pamphlets, banners, business cards and more.
- Quickly developed, designed and prototyped websites for various individuals and companies using HTML & CSS primarily with bits of Javascript, utilizing resources to save time & not re-create things from scratch.

Other/Older Jobs & Positions

- **Gloria K. Employment**, Mailroom Assistant (12/2016 - 1/2017), Receptionist (2/2017 - 5/2017).
- **NEXT Real Estate Partners, LLC** (2/2016 - 4/2016), IT Consultant/Web Designer.
- **Micro Center** (11/2012 - 10/2013), CSR.
- **Papyrus** (11/2009 - 11/2012), CSR & Keyholder

EDUCATION

Lambda School

- Studying UI/UX Design.

Westbury High School | *Graduated 2009, Regents Diploma*

- Excelled in Art, participated in the AV & Art Clubs.

Adelphi University

- Studied graphic design.