

# Fraud Strategy Manager

I look for ways to find ways to stop fraudsters from bypassing our systems protections and avoiding paying for equipment. I look for ways to devalue devices that are stolen or obtained through fraud, share technology and data with our competitors and work within the parameters set by our regulators.



Steve Schwed

## Important Skills

Research: much of the work is forward thinking using existing data, and new data to look for.

What you do with the data available and current processes is only half the battle. You must prove what you are doing make a difference.

Being able to collaborate with others requires the ability to listen and respond without being critical.

## Day-to-Day

Probably 60-75% of my day is spent collaborating on solutions and reviewing products from vendors. Coordinating projects is a portion of the day. I spend 10-15 % negotiating with 3rd party vendors whether it's a timeline, price, legal issues, etc. Another 10% of my day is spent being a resource for others who have questions about what I do or projects I have in flight. The remaining 5% would be coaching and developing my staff. Helping them to communicate clearly, research thoroughly, and prove solutions.

## Overcoming Challenges

Balancing the needs of the business with the needs of the customer.

I learned to negotiate settlements that enable me to balance the needs of the business with the needs of the customer. Learning to apply that across the business in all of my roles enabled me to move between roles effortlessly.

## Most Rewarding Part of the Job

Its always a reward to see fraud and theft stopped with an arrest and recovery. It's always rewarding to see your work deliver the results that you need.

## Courses to Take in High School

Math and SQL. Learn many ways to manipulate data to give you answers. Math and data generally do not lie; there is truth in the numbers.

Average starting salary for this role

**\$85,000 - \$90,000**

## Other Helpful Skills

- Legal knowledge
- Finance
- Data Management



**Happiness will drive success**

*Don't worry about the compensation- something that makes you happy will enrich you and make you more productive than something that doesn't make you happy."*