



MICHELLE ARGUELLES

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EXPERIENCE

RISK ANALYST

WEPAY | Jun. 2012 - Present

Manually reviewed and investigated accounts and transactions for fraud, terms of service violations, and/or merchant underwriting, averaging over 200 cases per day.
Assisted in building and modifying rules for automated fraud engine.
Developed and documented various processes and policies.
Worked closely with Sales, Support, and Engineering teams to solve problems related to Risk.
Handled chargeback representments.
Interacted with customers to develop payment plans and payout solutions.

CUSTOMER SUPPORT REPRESENTATIVE

WEPAY | Dec. 2011 - Jun. 2012

Responded to inquiries, complaints and urgent requests via phone, live chat, and email simultaneously. Consistently met or exceeded team and customer expectations, completing over 300 inquiries per week with high customer satisfaction.
Served as primary contact point for major API partner account.

INTERN

ASIA SOCIETY NORTHERN CALIFORNIA | Aug. 2011 - Dec. 2011

Completed numerous design projects including the 2011 Annual Report redesign and other print materials for wide distribution.
Researched topics and speakers for potential events.
Membership outreach & data entry.

INTERNATIONAL STUDIES PROGRAM PEER ADVISOR

BOSTON COLLEGE | Sept. 2010 - May 2011

Advised current and prospective students on program details via email and in-person office hours.
Managed program website.
Carried out other tasks essential to program including event planning/promotion and data entry.

MARKETING INTERN

THE ICTUS INITIATIVE | May 2010 - Sept. 2010

Worked closely with company president and vice president to complete web and graphic design projects for clients including website redesigns, email newsletter management, and blog updates.

EDUCATION

BOSTON COLLEGE

B.A. INTERNATIONAL STUDIES | 2011

Asian Studies Minor
Honors Thesis on Japanese security policy
Semester abroad at the University of Copenhagen in 2009

SKILLS

PC & Mac	HTML	Raiser's Edge
MS Word, Excel, & Powerpoint	CSS	FileMaker Pro
Adobe Photoshop, Illustrator, & InDesign	PHP	Conversational Japanese
	SQL	Basic Danish