

JAMIE E. CHRIST

262-777-0384 | jamiechrist.tech@gmail.com | jamiechrist.com

PROFESSIONAL SUMMARY

IT graduate (B.S. IT, Security+, ITIL 4) with hands-on experience in **fraud detection, anti-money laundering (AML) concepts, policy enforcement, and compliance monitoring**. Performed credit and identity verification checks on high-value activations and escalated **\$10K+ gift card fraud schemes** to Asset Protection. Skilled in transaction review, KYC and sanctions screening basics, and detailed incident documentation. Actively building AML expertise through professional training, **seeking an entry-level AML or Fraud Analyst role**.

CERTIFICATIONS & SKILLS

Security+, ITIL 4

CompTIA A+, Network+, Project+ | Google Data Analytics | AWS Certified Cloud Practitioner

Compliance & Risk: Anti-Money Laundering(AML), KYC, CDD, SAR, BSA, Fraud detection, Policy enforcement, Risk assessment, Incident documentation, Escalation workflows

Tools: ServiceNow, Freshdesk, Microsoft 365, Excel, Slack, Teams, Zoom, Email Systems (Outlook, Gmail)

WORK EXPERIENCE

CONTENT MODERATOR

Apr 2025 – Present

Twitch Community Volunteer

- Enforced **community guidelines** in live chats, **removing harmful content** and addressing violations.
- Escalated serious cases to platform admins, supporting **safe and inclusive digital spaces**.

FULL-TIME EDUCATION

Jul 2021 – Jun 2025

Western Governors University (B.S. Information Technology)

Graduated: Jun 2025

TARGET, Brookfield, WI

Apr 2019 – Jul 2021

Tech Consultant (Customer Tech & Fraud Prevention)

- Conducted **credit and identity checks** for **5+ phone activations weekly**, enforcing carrier compliance and detecting fraudulent applications.
- Detected **high-value gift card fraud (\$10k+)** and escalated cases to **Asset Protection**, preventing fraudulent resale of electronics.
- **Keyholder for restricted inventory storage**, performing checks to ensure accurate records and compliance with loss-prevention policies.
- Enforced **COVID-19 safety policies** (mask mandates, distancing), balancing policy enforcement with **empathetic conflict resolution** to maintain a safe customer environment.

DAVE & BUSTER'S, Wauwatosa, WI

Feb 2018 – Apr 2019

Game Technician (Misuse Monitoring & Support)

- Detected **misuse patterns and policy violations**, escalating cases to ensure **fair play and compliance with house rules**.
- Resolved machine and account issues for **50+ guests per shift**, enforcing policies to maintain fair and compliant gameplay.
- Logged user issues and maintenance activity in **Slack**, ensuring accurate **incident tracking and visibility** for investigations.