

JOHN DOE

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BRAND PROTECTION AND SECURITY INVESTIGATIONS MANAGER

SUMMARY

An accomplished investigations manager with extensive experience protecting brands, conducting investigations, and providing risk mitigation solutions, as well as demonstrated knowledge of applicable laws. Adept at teaming with internal stakeholders and external law enforcement authorities to investigate complex cases of suspected infringement or abuse and with a track record of successful recovery and closure. Demonstrates superior multitasking abilities, as well as the ability to communicate findings and manage projects strategically. Successfully utilizes OSINT tactics and techniques to discover and analyze key data on infringers. Expert at conducting online research and analyzing data from a variety of sources, presenting the findings in a clear and understandable way. Achieved exceptional results in the risk assessment for new products, services, systems, and other significant operational and product changes.

SKILLS

- Interpersonal skills
- Research skills
- Communication skills
- Brand protection
- Leadership skills
- Cyber threats
- Analytical skills
- Team player
- Problem solving
- Organizational skills
- OSINT methodologies
- Multi-tasking
- Client oriented
- Writing skills
- Risk mitigation

EXPERIENCE

Owner/Investigator
Company, City, ST

06/18 – Present

A resourceful, independent, and licensed private investigator responsible for gathering information and advising clients in a variety of industries on risk mitigation strategies. Focuses on developing and implementing strategic security plans and conducting investigations into any unauthorized use of our client's brand in the market. Assists companies in verifying the origin, authenticity, and claims made about a product. Implements policies, tools, and technologies designed to reduce risk, drive improvement, and protect the client's reputation.

- Writes comprehensive investigative reports that accurately summarize all relevant findings and information
- Successfully identifies the true owners of a domain name and social media accounts
- Establishes strong relationships with national and international targets in order to gather evidence and facilitate prompt and effective legal action
- Identifies opportunities and successfully implements programs to prevent counterfeiting and intellectual property infringement
- Conducts background checks on various entities and individuals to assist in comprehending the company's and product's history
- Contributes significantly to the revenue of the company by downloading and reconciling commissions from over 75 insurance carriers, including commercial lines, personal lines, health, and benefit carriers

Investigation Manager
Company, City, ST

11/12 – 06/18

A skilled communicator capable of conveying complex technology and data to attorneys and law enforcement. Developed and implemented the security investigations programs that promoted a culture of innovative, effective, and scalable pre-litigation and anti-counterfeit investigations on behalf of Fortune 500 companies and several law firms worldwide. Managed investigations end-to-end, including intake meetings, research, investigative interviews, and meetings with leadership as expected.

- Helped a Fortune 100 company recover a domain name purchased with cryptocurrency
- Established and maintained positive relationships with internal and external stakeholders
- Collaborated with local, state, and federal law enforcement partners
- Continuously assessed fraud risks and identified proactive methods to improve risk mitigation
- Conducted multi-state due diligence visits to secret shopping retail locations to ensure franchisees and licensees were abiding by licensing agreements

Investigator/Customer Service Manager
Company, City, ST

10/06 – 11/12

A successful investigator in charge of completing projects with little input or direction, taking initiative in creating and improving work processes, and working effectively on a variety of concurrently active matters in a fast-paced environment. Conducted trademark and patent, domain name, and company due diligence investigations. Served as a primary customer service contact with managerial responsibility of CS Operations.

- Carried out due diligence for clients on companies and individuals before merger and acquisition
- Identified copyright infringers publishing material online
- Strategically planned, managed, and protected the domain portfolio for the clients
- Assisted attorneys with patent litigation matters conducting legal and other informative research as needed
- Supported patent filing, annuity, and inventor recognition, including running reports and generating sophisticated data analyses about patent

Customer Service Representative
Company, City, ST

02/02 – 10/06

Assisted with administrative and research tasks, as well as data analysis and report writing, in order to provide current information to the investigations and acquisitions departments. Exhibited superior abilities in data retrieval, program management, and report writing. Performed other administrative duties as assigned.

- Synthesized research findings and analysis for internal staff and external clients in structured written and oral formats
- Participated in continuous process improvement efforts to identify, implement, and maintain departmental efficiencies
- Organized and maintained confidential project materials
- Collaborated and fostered relationships internally with senior management within investigations and acquisitions departments

EDUCATION

Bachelor of Arts in Journalism and Communication Studies
University of North Carolina at Chapel Hill

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