

Amanda Wilson

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Professional Summary

Fraud prevention and forensic accounting leader with 5+ years of experience detecting, investigating, and preventing financial crime across ecommerce, SaaS, and service industries. Proven track record of uncovering large-scale fraud schemes, leading investigative teams, reducing chargebacks, and implementing fraud detection workflows that balance security with customer experience. Skilled in case management (Zendesk), compliance standards (PCI DSS, GDPR, CCPA), and cross-functional collaboration.

Core Skills

- Fraud Investigation & Risk Operations
- Chargeback & Dispute Resolution
- Zendesk & Case Management Systems
- Fraud Detection Rules & Workflows
- Evidence Review & Forensic Accounting
- Leadership & Team Development
- Compliance: PCI DSS, GDPR, CCPA, SOC2
- Cross-Functional Risk Collaboration
- Digital Fraud Prevention (Ecommerce/Payments)

Professional Experience

Director of Operations / Forensic Accountant

California Crane School – Remote / CA | 2019 – Present

- Oversaw fraud detection, compliance, and financial integrity across a multi-entity training and certification business.
- Detected and documented over \$700K in embezzlement, presenting findings as an expert witness in civil litigation.
- Led case management processes, coordinated with attorneys, auditors, and regulators.
- Implemented fraud-resistant workflows, audit logging, and customer account protections.
- Trained teams on fraud procedures, ensuring adherence to SOPs and regulatory compliance.

Fraud Investigator & Forensic Accountant (Independent Consulting)

2018 – Present

- Investigated suspicious financial activity for small businesses and legal cases.
- Conducted in-depth reviews of QuickBooks audit logs, wire transfers, and fraudulent vendor activity.
- Partnered with legal, finance, and compliance teams to assess risk and strengthen fraud controls.
- Provided forensic reports and expert testimony in fraud-related disputes.

Chief Growth Officer (Operations & Fraud Oversight)

SafeSuiteHQ (SaaS Compliance Platform) – Remote | 2022 – Present

- Designed fraud-prevention modules in SaaS platforms serving regulated industries.
- Built case management workflows, compliance alerts, and multi-tenant fraud monitoring dashboards.
- Collaborated with engineering to integrate proactive fraud detection and account protection.

Education & Certifications

- Forensic Accounting & Fraud Examination Certificate – West Virginia University
- Continuing Education in Fraud Prevention, Compliance, and OSINT

Notable Achievements

- Expert witness testimony in Sacramento County fraud litigation.
- Reduced fraud risk and chargeback losses through proactive monitoring and workflow design.
- Developed SaaS fraud investigation tools for evidence tracking, customer account protection, and compliance adherence.