• Sorted through thousands of scam complaints that CARD received in 2020 with various excel techniques
• Developed an algorithm to classify these scams (pitch, contact method, payment method, and whether consumer was a victim
• Made Weekly Reports outlining the characteristics of the scams that showed any potential trends that the AGO could tweet to warn state citizens
Weekly Report Example
Project 2 – Overseas Adventure Travel Project

- Overseas Adventure Travel is an International Travel Agency that at first did not provide refunds to its customers even though trips were canceled due to COVID-19
- These trips were usually in the 10,000-25,000 dollar range
- I worked with Overseas and attended to hundreds of customers who didn’t receive their refunds
- I successfully secured refunds for around 200 of the cases (individual and family) totaling approximately 3 million dollars
Thank you card from a consumer that I helped secure a refund for.

Dear Mrs. Warden,

Thank you for the prompt and professional service you and your office provided for us. Thanks to you we received a full refund from Overseas Adventure Travel.

My husband and I are truly appreciative.

Sincerely,

[Name]

July 13, 2020
Reflections from the Projects and Internship Experience

• Businesses and individuals can practice deceptive and fraudulent activates and need to be held accountable
• The role of the Government and public service employees is crucial for helping many victimized citizens
• Sometimes the unrecognized and little tasks end up being the most important in many cases
• Helping others is sometimes a grueling and tedious but in the end more rewarding than anything
The End