

Lincoln Jairran

Fraud & Risk Operations | Solutions-Oriented Support

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Summary

Fraud and risk operations specialist with 4+ years investigating payment fraud and social-engineering scams across LATAM and global P2P crypto markets at Binance. Hands-on experience designing fraud detection rules, investigating alerts with data, and turning findings into product and policy fixes – comfortable moving between counterpart-facing dispute resolution and deep technical investigation. Native Spanish speaker, fluent in English (C1).

Experience

P2P Dispute Analyst

Apr 2024 – Present

Binance

- Resolve high-stakes peer-to-peer payment disputes in real time, applying policy and evidence review to protect users while minimizing false positives on legitimate trades.
- Apply fraud-pattern recognition developed during taskforce tenure to flag recurring scam behavior directly from the support queue.

Scam Analytics – P2P Investigator (Taskforce)

Sep 2022 – Mar 2024

Binance

- Led a self-initiated investigation into an organized "man-in-the-middle" scam ring across LATAM P2P markets: mapped repeat-offender accounts via link analysis and worked on detection rules and user warnings to help prevent the scheme, presented to Risk and Product leadership.
- Identified and escalated a live exploit in a regional instant-payment method; built the evidence trail that got the method disabled for remediation and the exploiting accounts confirmed as fraud.
- Reviewed close to 3,500 fraud cases over six months (~85% conclusively resolved), partnering daily with Risk, Security, Compliance/KYC and Product teams.
- Authored internal training on scam typologies, mentored newly onboarded investigators, and proposed multiple tooling/process fixes directly to Product and Engineering.

Customer Support – P2P Dispute Analyst / Account Function

Nov 2021 – Aug 2022

Binance

- Handled account-security and P2P dispute cases end-to-end, building the case-reading and de-escalation skills later applied to fraud investigation work.

Customer Service / Floor Support

Sep 2020 – Jul 2021

CINCH Home Services (Accedo SAS)

- Front-line customer service and floor support for a US home-services client – first professional exposure to structured, metrics-driven support operations.

Skills

Fraud & Risk: Fraud pattern / link analysis | On-chain transaction tracing | KYC verification | Rules & thresholds design | Dispute adjudication

Technical: SQL (working knowledge) | Spreadsheet-based data analysis & correlation | Case documentation & reporting

Languages: Spanish (Native) | English (C1)

Education

Foreign Trade (incomplete), Universidad Simón Bolívar, Venezuela – 2016–2018