

JAMES STEEL

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CAREER SUMMARY

Credit card fraud professional with extensive experience in security, risk management, conducting investigations and fraud control: as Regional Vice President of Security and Risk Management with MasterCard International and the US Secret Service. Significant strengths in public speaking, presentations, conducting seminars, supervising investigations, protection of people and assets, and security management and administration.

PROFESSIONAL EXPERIENCE

MASTERCARD WORLDWIDE, Purchase, NY

1989 – 2008

Regional Vice President Security and Risk Management

Responsible for security, fraud control and risk management issues related to credit card crime involving MasterCard member banks and financial institutions in 25 states of Midwestern and Southern US.

- Worked closely with member financial institutions and law enforcement to combat fraud schemes perpetrated on the bankcard industry.
- Interacted on-site with member financial institutions to conduct risk assessments and develop front-end fraud monitoring, fraud suppression, best practices and investigations.
- Responsible for managing the program involving vendors in N. America that manufactured and personalized MasterCard credit cards for issuance by member financial institutions.
- Consulted with major members regarding structure and operation of their fraud investigations departments.
- Conducted seminars on credit card fraud avoidance and best practices for member banks issuing cards, as well as member banks contracting with merchants to accept cards.
- Conducted training and presentations for financial institutions and law enforcement including banks and credit unions, the USSS, FBI and Postal Inspector training academies, Federal Law Enforcement Training Center in Glynco, GA., seminars for the US Department of Justice and the Federal Trade Commission, the American Banker's Association School of Bankcard Management and other organizations involved in prevention of credit card fraud.

UNITED STATES SECRET SERVICE

As a Special Agent, was assigned investigations of crimes involving the monies and securities of the US, as well as security for the President and others granted protection by statute.

- Supervised investigations involving credit card and access device fraud including organized fraud groups, merchant fraud, and other criminal activities in violation of federal laws.
- Served as Assistant to the Special Agent in Charge of the USSS Houston Field Office.
- Assigned protective duties in Washington, DC, involving protection of the President, Vice President, visiting foreign heads of state, presidential candidates and others under law.
- Conducted security advances for domestic and foreign travel by protectees.
- Conducted physical and technical security surveys for buildings, airports, residences, and outdoor events.

EDUCATION

Masters, Public Administration, University of Houston, Houston, TX
BS, Wittenberg University, Springfield, OH

MEMBERSHIPS

American Society for Industrial Security
International Association of Financial Crimes Investigators
Houston Metropolitan Criminal Investigators Association
Association of Former Agents of USSS

AWARDS

Treasury Department Special Achievement Awards (1982 and 1989)
Treasury Department Albert Gallatin Award (1989)

PUBLICATIONS

Authored Chapter 10, "Bank Credit Card Fraud" for the American Bankers Association Textbook: The Bank Credit Card Business, 1996 by the ABA
Contributing author for Module 8, "Fraud Management" for the American Bankers Association handbook: The Bank Card Business Today and Tomorrow by Jeff H. Slawsky, 2003 by ABA

SERVICE

Rice University Coordinating Board for Law Enforcement Training
University of Houston Advisory Board for the Masters Degree program in Security Management