

---

# BETTINA STEFANAK, PCI

---

7235 NE 131st Place, Kirkland WA 98034 206-303-0972 bettina.stefanak@gmail.com

## PROFESSIONAL SUMMARY

Seasoned government-licensed and board-certified Investigator with over 15 years of experience in the insurance, corporate and government sectors, successfully investigating suspected fraudulent insurance claims and varying degrees of more complex cases; and conducting public trust pre-employment background investigations to determine employment suitability.

## CORE QUALIFICATIONS

- Skilled in conducting in-depth interviews with individuals of various personalities and backgrounds, including prospective employees of public-trust positions.
- Deliver high quality, confidential professional and comprehensive investigation reports of findings with relevant supporting documents.
- Ability to efficiently analyze, summarize, and prioritize information into actionable investigative strategies.
- Knowledge of major background database systems and how to locate and analyze records through open sources.
- Dedicated to finding the information each client needs for each case and responding in a timely manner.
- Board-certified professional investigator and licensed in the states of Washington and Oregon.

## EXPERIENCE

### INSURANCE INVESTIGATOR – HUB ENTERPRISES | LAFAYETTE, LOUISIANA (ASSIGNED TO WA, OR & ID) - 2018-PRESENT

- Plan and execute investigations into suspected fraudulent insurance claims related to bodily injury, liability, criminal activity, property damage, fire, worker's compensation, long-term disability, automobile and boating accidents, and thefts.
- Identify, locate and interview witnesses, claimants, insureds, involved parties, law enforcement officers and any other persons of interest involved in or having knowledge of a claim, using precise communication skills and quick thinking to interact with varied personalities to gather relevant information in each case. Document results into the case management database and track incidents and results.
- Review and analyze public databases, credit and police reports and any other information obtained through research, in-depth interviews and in-person inspections of sites, vehicles and vessels to support or deny a claimant's case.
- Execute time-sensitive record searches at courthouses, educational institutions, police agencies and medical facilities.
- Prepare thorough and comprehensive written investigative reports on findings with decisive conclusions to ensure that all claims fraud risks are effectively and efficiently governed and managed.
- Efficiently manage a caseload of 20 to 30 case assignments at a time throughout the State of Washington, Oregon and Idaho

### BACKGROUND INVESTIGATOR - IDS | FORT WORTH, TEXAS (ASSIGNED TO WA & OR) - 2016-PRESENT

- Conduct thorough public trust pre-employment background investigations on new applicants of the Texas Department of Public Safety, GEO Group, Corrections Centers of America and other Police Departments for the purpose of determining employment suitability.
- Arrange and perform in-person interviews with potential new-hires to discuss and resolve any negative or derogatory information, after reviewing and examining their case records and personal history statements.
- Maintain 100% quality and timeliness metrics by completing the investigations within the required one- to two-week deadlines.
- Conduct background interviews with sources and case subjects, such as the applicant's family, friends, neighbors and employers.
- Review public databases and gather information from record providers including local law enforcement agencies.
- Develop and document all information gathered in clear and concise reports.

### CONTRACT INVESTIGATOR - RAMPART GROUP | SEATTLE, WASHINGTON - 2017-2018

- Conducted various investigations for local attorneys specializing in wrongful death claims relating to mesothelioma and asbestos related illnesses, and personal injury claims caused by motor vehicle and pedestrian accidents.
- Identified, located and interviewed witnesses, and any other persons associated with cases to acquire factual evidence for court.

### INVESTIGATOR - SALISH SECURITY & CONSULTING | EDMONDS, WASHINGTON - 2016-2017

- Successfully served court processes and orders, including subpoenas and summonses for local attorneys.
- Located individuals to be served by using state, county and city records, and other open sources.
- Assisted in personal and business background investigations by collecting, reviewing, and analyzing all information to produce a concise and comprehensive investigative report.

---

## BETTINA STEFANAK, PCI

---

7235 NE 131st Place, Kirkland WA 98034 206-303-0972 bettina.stefanak@gmail.com

### **BUSINESS DEVELOPMENT MANAGER - SMGI, INC. | BELLEVUE, WASHINGTON - 2015-2016**

- Generated just over \$1 million in new business revenue within a 12-month time period.
- Analyzed local markets to identify and prospect new sales opportunities for customized security management services that met the specific needs of the organization.
- Developed pricing and business development strategies, and submitted proposals in response to RFQs and RFPs issued by potential clients, after obtaining pricing and specifications approval from the VP of Sales & Marketing.
- Maintained and grew existing relationships through regular meetings with clients to assess level of satisfaction with services and to develop a list of strong referrals.

### **OWNER/INVESTIGATOR - VENARI INVESTIGATIONS | VANCOUVER, CANADA — 2009-2012**

- Conducted insurance claims investigations related to worker's compensation, motor vehicle accidents, bodily injury and thefts of vessels.
- Carried out covert static, mobile and foot surveillance individually and in teams on cases involving fraud, extortion and theft.
- Identified and located witnesses and take their statements. Interviewed insured parties, claimants, neighbors, employers, and co-workers, using professional communication, listening and observation skills.
- Conducted due diligence investigations utilizing public records, legal filings, media sources and discreet interviews.
- Researched and compiled comprehensive background data. Verified and preserved information gathered, properly analyzed and documented such intelligence for a successful conclusion of each case.
- Liaised with local and national law enforcement agencies and professional networks.

### **INVESTIGATOR - CKG INVESTIGATIONS | VANCOUVER, CANADA — 2006-2009**

- Responsible for heading up insurance fraud investigations and supervising two other investigators.
- Assumed responsibilities of the Director of Operations in his absence.
- Successfully investigated and uncovered over 100 fraudulent insurance claims, requiring surveillance operations, locating and interviewing witnesses and utilizing all available resources to provide evidence of fraud.
- Carried out covert static and mobile surveillance using advanced technology to obtain the best factual evidence that will stand up to the judicial process as required.
- Assisted in developing, implementing and executing plans that dealt with theft investigations.
- Produced comprehensive, accurate and confidential investigation reports by transcribing text from surveillance video and field notes, and synthesizing all available information into a concise report.
- Provided support in Security matters involving the protection of property and assets, by maintaining a high visibility presence through regular patrols, static surveillance and the use of exceptional observational skills, watching for signs of crime, fire or disorder. Took action and reported any incidents to the supervisor and emergency services as appropriate.

### **EDUCATION**

Berntor College, Thun, Switzerland | Diploma in Commerce - 1991

### **CERTIFICATIONS & MEMBERSHIPS**

- Professional Certified Investigator (PCI) - American Society for Industrial Security (ASIS International)
- Washington State Licensed Private Investigator - #4283
- Oregon State Licensed Private Investigator - #71791
- Council Member of the Human Threat Management Council at ASIS International
- Member of ASIS International (American Society for Industrial Security) since 2009, and Past Secretary of the Board of the ASIS Puget Sound Chapter from 2014-2016
- Member of IAMI (International Association of Marine Investigators)
- Past member of the Vancouver Operation Co-operation Society - Joint operation between private security, local businesses and the Vancouver Police Department to combat property crime.