Kelvin Olasupo

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Portfolio: kelvino-dev.netlify.app

Professional Summary

Fraud Operations Lead with over 6 years' experience in financial crime prevention, operational leadership, and fraud systems optimisation. Recently graduated with First-Class Honours in BSc Computer Science, combining a solid risk background with growing technical skills in software development and data analytics. At NALA, I lead fraud prevention strategy across a global FinTech product, using tools like Sift, Veriff, Amplitude, and Intercom while building internal dashboards using SQL in Hex. I've also developed and launched a personal portfolio using React, TypeScript, and CSS, showcasing my commitment to expanding into software and data roles.

Experience

NALA – London, UK

Fraud Operations Lead Apr 2025 – Present
• Drive fraud and chargeback strategy in a fast-paced FinTech scaleup environment
• Designed and implemented SQL-based dashboards using Hex to monitor dispute trends and first-day fraud
• Utilise fraud tools like Sift, Veriff, Amplitude, Merlin, Zazu, and Jaeger for case review and insight
• Use Intercom for customer communications and recovery flows
• Lead daily case reviews and build SOPs for fraud/chargebacks; collaborate across Product, Engineering, and Support teams
• Mentor junior analysts and oversee fraud escalations from multiple regions

TSYS Managed Services EMEA – Milton Keynes, UK

Various Roles
• Associate Team Manager | Oct 2022 – Oct 2024: Managed 20+ analysts, cutting fraud cases by 15%
• Subject Matter Expert | Sept 2021 – Oct 2022: Led training, improved workflows, reduced false positives by 15%
• Risk & Fraud Analyst | Jan 2019 – Feb 2021: Developed mitigation frameworks, implemented 3DS authentication
• Collections Agent & Trainer | Feb 2021 – Sept 2021: Negotiated repayments and mentored junior staff

Education

BSc (Hons) Computer Science – First Class Honours
University of Bedfordshire | Sept 2021 – May 2025
Key Modules: Cyber Security, Machine Learning, Software Development, Agile, Data Algorithms
Final Year Project: AgileFlow – Agile Project Management Tool
• Tools: React, Node.js, PostgreSQL
• Features: Real-time team boards, task tracking, user auth
• Award: Switchshop Industry Prize – Bronze Award (2025 CS & Tech Expo)

Diploma in Sports Science – Central Bedfordshire College | Sept 2015 – June 2017

Projects

Kelvino.dev – Personal Portfolio
• Built with React, TypeScript, and CSS; hosted on Netlify
• Features: Dark/light mode, animations, project filters, and responsive UI

NextGenAI – AI CV Analyser
• Led bias detection using SHAP & LIME
• Built visual reporting with Streamlit

Banana Game – Full Stack JS Game

• Integrated login, backend logic and MongoDB for real-time score tracking

Certifications & Courses

• Cisco NETACAD – Cybersecurity Essentials | Nov 2023
• Cisco NETACAD – Intro to Networks | Sept 2023
• TSYS – Aspiring Leader Programme | Jan 2022
• TSYS Academy – TMS Apprenticeship | Jan 2020
• Code Institute – 5 Day Coding Challenge | Jan 2023

Skills

• Fraud & Risk Tools: Sift, Veriff, Amplitude, Arcot 3DS, Call Sign, MasterCard Connect, Zazu, Merlin, ECS, Jaeger
• Data & Dashboards: SQL (Hex, Metabase), Preset, Excel, Python (Pandas basics)
• Languages & Frameworks: React, TypeScript, JavaScript, Node.js, Python, SQL, HTML/CSS
• Collaboration & Delivery: Jira, Intercom, Slack, Agile ceremonies, SOP writing
• Portfolio/Hosting: GitHub, Netlify, Git CLI