

George Norris

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Fraud Analyst in St. Louis, MO

I strive to implement solutions to the world of Risk that eases pain for businesses and customers alike.

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GITHUB [George Norris](#) | **LINKEDIN** [George Norris](#)

WORK EXPERIENCE

Fraud Analyst — Square Inc, St Louis

October 2017 - Present

- Manages a team of 7 agents that handles all dispute operations for Square
- Uses data through SQL to drive improvements to the chargeback process for Square and its customers

French Tech Support — Square Inc, St Louis

May 2015 - September 2017

- Provided technical support and information about Android, iOS devices to 40-60 customers per day.
- Troubleshoot hardware and software problems for businesses in English and French

English Teacher — Lycée Blaise Pascal, France

October 2014 - April 2015

- Design, and implemented lesson plans for ELL across multiple age groups
- Provided individual support tailored to encourage and support learner success
- Used immediate and long-term student feedback to modify lessons to better suit learners

PROJECT EXPERIENCE

LaunchCode LiftOff Project — List Creator

- Designed for web to allow flexible lists for gaming to be created using a simple CSV format
- Allows for quick list generation that reduces spreadsheet usage

EDUCATION

LaunchCode, LC101 Programming Course — 2019

Illinois State University, BA, French — 2014

SKILLS

PROGRAMMING LANGUAGES

- Java
- Ruby
- JavaScript
- HTML5/CSS3

FRAMEWORKS

- AngularJS

DATABASES

- MySQL