Andre Wheeler

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Objective

Aspiring Software Engineer eager to contribute to impactful projects and learn in a dynamic environment. Seeking to apply my technical skills and grow alongside a diverse team of talented engineers.

Skills

- **Data Analysis & Visualization**: Strong analytical thinking and data interpretation to derive meaningful insights from complex datasets.
- **Programming Languages**: Proficient in Python, Java, and SQL; comfortable with data structures, algorithms, and software design principles.
- **Fraud Detection & Prevention**: Experience with high-scale data analysis to identify patterns and implement real-time prevention strategies.
- **Collaborative & Independent Learner**: Strong ability to learn independently and cooperatively; commitment to ongoing professional development.
- **Detail Oriented:** Conduct thorough investigations into suspicious activities, transactions, or accounts, demonstrating a keen eye for detail.

Experience

DoorDash   **Tempe, AZ**
Quality Insights Fraud Analyst   March 2022 - Present
- Leveraged SQL-based data querying techniques to identify patterns, anomalies, and trends, enhancing fraud prevention measures for the platform.
- Conducted deep dives into individual fraud events, identifying root causes and developing targeted solutions.
- Collaborated with engineering teams to introduce real-time fraud detection features, optimizing account protection against account takeover and transaction fraud.
- Serve as a Subject Matter Expert (SME), providing guidance and training to peers on fraud detection processes, while effectively communicating complex fraud trends and strategies to cross-functional teams and leadership.

Wells Fargo   **Phoenix, AZ**
Account Resolution Specialist   May 2018 - March 2022
- Highly skilled in research, analysis, and problem-solving to resolve complex customer issues with high attention to detail
- Mitigate Risk for our customers, my peers, and the business by effective communication and regulatory compliance training centered around investor and federal guidelines
- Adjust to changes in the business promptly while providing excellent customer service to maintain customer relations and mitigate company loss

Education

Western Governors University *(In Progress)*
B.S. Software Engineering

South Mountain Community College – Phoenix, AZ *(May 2015)*
Associate in Business