Jermaine varnicker

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in linkedin.com/in/jermaine-varnicker-315a8794   🔗 https://jermainev.github.io/

Summary

Experienced Fraud Analyst with a demonstrated history of working in the banking industry. Skilled in Data Wrangling, Statistical Data Analysis, Big Data Analytics, Data Science, and Data Visualization, Data modelling, T-SQL. Strong finance professional with a Specialization focused in Data science from CTU Training Solutions.

For an in-depth view of my skills please visit my portfolio at the below link:
https://github.com/JermaineV

Experience

🌅 Fraud Analyst
FNB South Africa
Jan 2011 - Feb 2016 (5 years 2 months)
-Fraud Detection, Analyzing fraud via AI and visa online system
-Meeting of targets to contact customers with regards to possible fraud.
-Opening of new fraud cases for Debit and cheque card fraud.
-Updating customer's fraud cases on customer profile.
-Following up on existing cases Card cancellations.
-Receive calls from internal & external customers.
-Confirmations of fraudulent transactions from other banks
-Customer Service
-Hot listing of Cards and send affidavits to customer.
Reference: Nirvana Ramboth (HR manager)
Tell: 087 311 7557

🌅 Dispute Analyst
FNB South Africa
Feb 2016 - Present (5 years 6 months +)
-Charge Backs- Accurate processing of charge backs in line with applicable codes which comply with the appropriate payment system (e.g. Visa and MasterCard) rules.
-Fraud Document Compilation and Supply- Timely, accurate checking and comprehensive compilation and supply of fraud related documentation in the required format to support efforts in addressing identified fraud events.
-Service Delivery- Deliver exceptional service that exceeds customers' expectations through proactive, innovative and appropriate solutions.
-Arbitration- Execute activities for arbitration of cases by preparing required information, which includes controlled sharing of customer information between banks, engaging with various stakeholders to validate any transactions.
-Case Recording and Monitoring- Recording and/or monitoring of fraud cases in internal and external databases.
-Fraud Information- Timely and accurate recording and checking of fraud related information to disseminate to relevant stakeholders.

-Fraud Process, Rules and System Compliance- Execute fraud administration duties in line with required rules, processes and using available systems. Ensure that activities are executed in a timely manner and accuracy.
-Operational Losses- Contribute to the reduction in operational losses by providing efficient administrative support to the fraud team.
-Recoveries- Execute recovery activities in line with applicable standards and laws to maximize recoveries for the Bank.
-Reporting Fraud Support- Compile and communicate accurate and timely reports on fraud according to area of focus.
Reference: Ntombi Lebuso (manager)
Tell: 087 311 2377

IT Field Technician
JNT Computers (PTY) Ltd
Jun 2015 - Apr 2016 (11 months)
-Performing backups and installing hardware
-Installing printers and administering user accounts
-Ensuring adherence to quality standards in the organization
-Troubleshooting and resolving technical errors
-Attending to ad-hoc tasks and requests
-Maintaining of technological trends and developments
-Appointed as a computer service and maintenance technician
-Performing software installations and upgrades
-Installing, configuring and providing support on network connections
-Assisting with ad-hoc technical assignments as required

Reference: Jimmy Jordaan (Manager)
061 425 6760

Education

Silver Oaks Secondary School
High School Diploma, High School Diploma
2002 - 2006

CTU Training Solutions
National Certificate: Information Technology (Systems Development) , Data science
2020 - 2021
Results:

Module 1: Principles of Program Design
89.09%

Module 2: Relational Database Design
93.67%

Module 3: Database Programming
92.72%

Module 4: Introduction to Statistics
97.6%

Module 5: Introduction to data science
94.06%

Module 6: Big Data Analysis
98.21%

Module 7: Python
96.36%

Total
94.49%

Licenses & Certifications

Exam 761: Querying Data with Transact-SQL - Microsoft

Skills

Big Data • Machine Learning • Transact-SQL (T-SQL) • Data Science • Statistical Data Analysis •
Python (Programming Language) • Predictive Analytics • Data Wrangling • Microsoft Power BI •
Database Design