

# Jesse Comeau

## Web Developer

*Organized and resolute individual looking to obtain a challenging position in web development.*

### WORK EXPERIENCE

## FIS

### Fraud Supervisor

Milwaukee, WI | October 2019 - January 2022

- Managed 7 direct reports on a team of 13 total support associates, while assisting with an offshore team comprising of an additional 25 analysts providing 24x7x365 fraud monitoring for EPP product lines.
- Cross trained onshore representatives to increase productivity and retention. Productivity has increased 30% YoY with a turnover rate of 7.1% during the first full year in a leadership position.
- Identified defect and enhancement opportunities. Worked in partnership with additional resources to prioritize. Optimization reduced client escalations and increased associate efficiency.
- Identified multiple RPA opportunities and worked closely with developers to ensure quality progression. Completed development resulted in the production of 10 FTE.
- Collaborating efforts with internal partners and external input have resulted in an 85.21% decrease in completed fraud on FIS held liability YOY.

## Huntington National Bank

### Branch Relationship Bank

Milwaukee, WI | July 2018 - June 2019

- Discover customer needs through conversation and recommend tailored solutions.
- Organize and present at community events, increasing brand awareness and educating the public.
- Contributed to a 260% increase in revenue share versus previous year.

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### SKILLS

- JavaScript/JQuery
- React.js
- Node.js
- Express
- SQL/NoSQL
- MongoDB
- REST/GraphQL

### EDUCATION

#### Full Stack Web Development Bootcamp

Northwestern University  
January 2022 - July 2022  
Evanston, IL

#### B.S. Finance & B.A. Economics

University of Wisconsin -  
Milwaukee  
September 2013 - May 2018  
Milwaukee, WI