

Vanessa Bonilha

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LinkedIn: [Vanessa Bonilha](#) | Portfolio: [Vanessa Bonilha](#) | GitHub: [Vanessa Bonilha](#)

Front end web developer leveraging background in finance to provide unique perspectives on how end-users interact with websites and software platforms. Earned a certificate in Full Stack Web Development from the University of Denver from the Denver Coding Boot Camp. Innovative problem-solver who is passionate about developing apps. Strengths in creativity, teamwork, and building projects from ideation to execution.

TECHNICAL SKILLS

Languages: JavaScript ES6+, CSS3, HTML5, SQL, NoSQL

Applications: GitHub, MongoDB, MySQL

Tools: Express, React, Node, Handlebars, Query, Bootstrap

PROJECTS

Kitchen Forager | [Link to GitHub](#) | [Link to Deployed Project](#)

<https://kitchenforager.herokuapp.com/>

- With the Kitchen Forager app you can input available ingredients from your home to see what recipes are out there. If you find recipes you like you can save them for future use.
- Wrote original code for Handlebars and session login. Assisted in writing Javascript, Handlebars and CSS
- JavaScript, Handlebars, My SQL, CSS

Choose Your Pokemon | [Link to GitHub](#) | [Link to Deployed Project](#)

https://bonilhav.github.io/Choose_Your_Pokemon/

- This project was designed to use two Web APIs to display GIFs of Pokemon that were searched and then store favorite Pokemon in local storage.
- Scrum Master, assisted in writing Javascript, HTML and CSS
- JavaScript, HTML, CSS

What's The Weather | [Link to GitHub](#) | [Link to Deployed Project](#)

https://bonilhav.github.io/whats_the_weather/

- This project was designed to help individuals review current and forecasted weather for an entered city. The current weather will include the current UV index.
- All coding was written by one contributor, Vanessa Bonilha.
- JavaScript, HTML, CSS

EXPERIENCE

Client Intelligence Unit Analyst I
TIAA

2018-Present
Denver, CO

Fraud Servicing serves as the first line of defense against fraud and anti-money laundering (AML) for the business.

- Performed first level research and triage of reported unusual or known fraud activity.
- Completed data collection, aggregation and organization for referrals to other CIU analysts and/or investigators
- Executed authentication of clients
- Reviewed potential fraudulent activity initiated through alert strategies
- Supports special projects and initiatives
- Participated in investigations of alleged violations of the corporation's ethical standards and non-compliance with applicable laws, regulations and corporate policy issues.
- Assists with conducting routine audits of corporate departments to ensure compliance and manages the process of correcting noncompliance and compliance gaps.
- Uses data analysis and software to identify potential cases of fraud such as embezzlement, counterfeiting, cloning, tumbling, piggy-backing, etc.
- Prepares and maintains appropriate reports of fraudulent and illegal activities and transactions for clients' accounts.
- Analyzes existing and potential fraudulent situations to protect the company's financial and operational situation.
- Researched account activity in order to assess levels of risk.

Projects include:

- Composed 16 job aids using technical writing skills for Fraud Response within 4 months.
- Utilized presentation skills to present at team huddles in other departments to explain the newly developed Fraud Servicing team.
- Assisted in the development of the CIU Fraud Servicing Coaching Guide

Financial Services Consultant TIAA

**2015-2018
Denver, CO**

Assisting customers in receiving exceptional customer service as well as working on continuous improvement projects for the National Engagement Center.

- Mentored new hire employees to the National Engagement Center.
- Supported customers with completing transactions.
- Emphasized service, sales, customer and retention objectives.
- Provided high quality retirement and financial counseling services.
- FINRA Series 6 and 63 licensed
- Colorado Life and Health licensed

Projects include:

- 3 months of mentoring transactional queue consultants to create baseline long term mentoring programs.
- Improving team QIR score over 2 months, improvement of 46%.
- Worked with members of TIAA Way on project for mapping call receipt and interaction documentation.
- Built tool for consultants to track productivity to engage representatives to be active in increasing overall productivity.

Internship
TIAA

2015-2015
Denver, CO

Responsibilities involved assisting Data Leads within Institutional Client Services with projects for better improvement of business systems.

- 11 weeks of utilizing continuous improvement skills and Visual Basic skills to improve documents related to plan conversions.

EDUCATION

Certificate, Full Stack Web Development – University of Denver

Denver, CO

Bachelor of Science, Finance – University of Colorado - Denver

Denver, CO

Junior Achievements

November 08, 2015

Denver Urban Gardens Volunteer

August 11, 2016

Junior Achievements

April 27, 2017

GrowHaus Volunteer

April 26, 2019

International Association of Financial Crimes Investigators (IAFCI) member

November 2018

Member of the Alliance Employee Resource Group

Member of the Diverse Abilities Employee Resource Group