

Conner Iraola

Sr. Lead Investigator

Conner Iraola

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Skills

SQL, Zendesk, Simility, Looker, Tableau, Jumio, Onfido, LexisNexis, TLO, WitePagesPro

Work Experience

OfferUp / Sr. Lead Investigator

March 2020 - PRESENT, Bellevue, WA

- Prepare weekly data reports on crimes committed on the platform for management and executives.
- Partnered with ENG and PgM teams to help rebuild our backend systems to be most effective for CX/Investigative uses.
- Assist partner manager with quality assurance of outsourced risk/fraud work.
- Represent OfferUp during legal trials where OfferUp is needed to verify account information.

OfferUp / Sr. Investigator

May 2018 - February 2020, Bellevue, WA

- Work closely with engineering to upgrade internal tools and product updates.
- Help identify and action high-risk offline behavior traits.
- Respond to crisis incidents and help maintain 24/7 emergency response.

OfferUp / Investigator

July 2017 - May 2018, Bellevue, WA

- Receive, process and respond to subpoenas, court orders, search warrants and AG complaints from various local, state and federal agencies and comply accurately, confidentially and by legal due dates.
- Traveled to provide training to law enforcement educating how OfferUp can help their investigation.
- Monitor and analyze user reports to identify trends.

Education

Washington State University / Marketing

2011- 2015, Pullman, WA

University of Washington / Full Stack Coding Bootcamp

March 2022 - PRESENT, Seattle, WA

