

DAVID MCFADDEN

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FULL STACK SOFTWARE ENGINEER

Optimize Processes | Reduce Operating Costs | Support Teams | Develop Tools

Develop and improve fraud tools and fraud case management systems with 14+ years' experience in fraud operations. Work with databases, server / client-side design, implementations, and maintenance. Excel at digging through databases to connect everything properly and efficiently. Always excited to listen to new ideas and feedback on refining tools and making everyone's job easier. Appreciate learning new technology to enhance systems and tools.

Expertise includes:

**Fraud Operations | Web Development | Relational Databases | E-Commerce
Data Visualization | Information Retrieval | Functional Object-Oriented Programming**

TECHNICAL SKILLS

Programming Languages: Node.js | Express.js | Handlebars.js | JavaScript | jQuery | CSS
Databases: Oracle | MySQL | Microsoft SQL
Departments: Fraud / Trust | Chargebacks | Customer Service

WORK EXPERIENCE

DIGITAL RIVER, Minnetonka, MN

2005 - 2022

Software Engineer, Fraud

2008 - 2022

Designed, implemented, and maintained case management system used by 20+ fraud analysts. Worked closely with fraud managers and analysts to enhance all aspects of tools used. Automated fraud analyst statistics and feedback to improve performance and training.

- Transformed fraud review process from a manual one (filling out forms) to a fraud case management system with functionality to prioritize, group, and assign orders for fraud analysts.
- Developed an order layout system for displaying relevant order data and simplifying access data from external sources.
- Designed a custom templating engine, used to view and analyze transactions.
- Constructed an internal facing website, enabling easy access to analyst tools and statistics.
- Overhauled order monitoring web pages utilized by managers and analysts to track incoming and outgoing orders.
- Optimized productivity of analyst review process by building and implementing innovative tools for fraud operation.
- Automated reporting based on requirements of managers and directors.
- Created message board for posting current fraud patterns, trends, and training material utilized by fraud analysts, managers, and directors.
- Implemented tools that improved fraud analyst accuracy and performance over time.

DIGITAL RIVER (Continued)

- Enhanced tools used by Chargeback and Customer Operations departments, based on requirements discussed.
- Implemented website authentication with user roles, enabling separation of access.
- Created tools for fraud analysts to action orders and view related statistics more efficiently.
- Enhanced performance and functionalities of developed tools created in VB.NET by converting to NODE.JS.
- Utilized ORACLE database to find data needed to properly review orders and build reports.
- Created and maintained Microsoft SQL and MySQL databases for use with projects.
- Implemented Microsoft Power BI for monitoring held orders and analyst statistics.
- Built a prototype chargeback tool for automating processes used to reverse disputes.
- Software Engineer on Chargeback Automation Application. Patent Pending 13/666,316.
- Utilized Tampermonkey to enhance web page functionalities with injected JavaScript.

Fraud Analyst**2006 - 2008**

Analyzed transactions from multiple countries (via lists of orders) to identify unauthorized credit card and account use. Processed payment disputes and enhanced processes for overworked Chargeback department. Engaged with Customer Service and other groups to resolve customer problems and mitigate fraud risk.

Customer Service Representative**2005 - 2006**

Supported customers with placing orders and troubleshooting issues.

EDUCATION

Associate in Applied Science, Computer Information Systems Specialist,
Alexandria Technical and Community College, Alexandria, MN