

DEVON WORLAND

650-906-2581

devon.worland@gmail.com

Portfolio:

<https://dworland.github.io/devon.worland/>

Results driven professional with a background in fraud prevention and web development. Knowledge in a wide variety of computer languages coupled with great design sense. Contribute exceptional communication, organizational and project management skills in a team environment. Quick study, reliable, deadline and detail oriented. Possess strong analytical skills and a high standard for work deliverables.

Experience

Fraud Prevention Specialist - Apple Inc.

December 2016 to Present

- Reviews and analyzes simple to complex blocked Card Not Present orders to detect fraudulent activity and determine appropriate next steps
- Achieved #1 ranking in department by maintaining a high average of orders worked per hour with a high percentage of accuracy
- Assist Senior Fraud Analyst with design and creation of weekly trend emails and fraud prevention related activities
- Redesign outdated pages on the Cube - Fraud Department website - for better functionality and user experience

RCC Voice Design - Apple Inc.

December 2017 to Present

- Design and build ConnectMe websites for different departments and programs at the RCC using HTML, CSS, Javascript, and Photoshop

Risk Specialist - Build.com

April 2015 - November 2016

- Prevented an average of \$90K per month in fraudulent purchases by reviewing orders in risk status to determine potential for fraud
- Ensured future prevention of fraud by analyzing data points, tracking high risk products, and flagging negative elements found on orders
- Manually reviewed and processed customer credits to avoid overcompensation and credit duplications
- Provided coaching and training surrounding the risk review process to new sales representatives

Previous work experience prior to college graduation surrounded retail, sales, and customer service. Additional information available if needed.

Skills

HTML, CSS, Javascript, JQuery, Bootstrap, Materialize, API's, AJAX, JSON, Firebase, Node.js, Express, MySQL, Mongo DB, React, Photoshop

Education

- **University of Texas, Austin - Full Stack Web Development Certification**
July 2017 - February 2018
- **California State University, Chico - B.S Business/Finance**
August 2010 - May 2015

Awards

- **Innovator Award** - Build.com, 2016
- **Innovation Award** - Apple, 2018

