

# DEVON WORLAND

650-906-2581

[devon.worland@gmail.com](mailto: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- Redesign outdated pages on the Cube - Fraud Department website - for better functionality and user experience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