WORK EXPERIENCE

Director, E-Commerce Fraud
GameStop

03/2022 to Present
Grapevine, TX

- I'm not your standard fortune-500 director. I like to get my hands dirty and be involved in the creation, development and execution of solutions.

- I came to GameStop to transform the business and the way the company fights fraud. Not only I manage a team of managers and analysts, I also developed tools, processes, reporting, automation that reduced our fraud rate by over 68% YOY.

- Having a technical background and many years of experience in the fraud industry gives me an advantage. I'm one of the few leaders in the industry who not only can create the vision but also the implementation and decisioning necessary to achieve success. I can design, implement and work all aspects of fraud and chargeback fighting.

Solution Productization Architect
Accertify, An American Express Company

01/2014 to 03/2022
Itasca, IL

- Leader of Solution Productization team. Responsible for design and standardization of anti-fraud systems across Retail, Digital, Travel, Arline and Ticketing industries

- During my time at Accertify, I designed tools and strategies that affected all Accertify clients. My team was responsible for creating replicable strategies that were used across merchants from all industries and affected all clients globally.

- One of my biggest accomplishments was creating a way to add reusable fraud and chargeback components that could be tested across all clients in real time. This allowed Accertify to go from months on implementation to minutes and allowed Accertify to grow the number of clients exponentially, making it one of the most recornizable names in the fraud industry.

- Like other positions throughout my career, I hit the ground running and was the top performer on the team from day one.

Flavio Smirne

Director, E-Commerce Fraud

Chicago Metropolitan Area

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PROFILE

Distinguished fraud and chargebacks expert with over 15 years of experience.

I come from a technical background and I love to rise up to difficult challenges.

Two things I enjoy the most in my career are automation and optimization. I strive to find simple solutions to challenging problems and look to create simple solutions that are easy to understand and replicate.

I know how to translate complex problems into simple solutions.

SKILLS

Management
- Leadership
- Guidance
- Mentorship
- Team Building
- Critical Thinking
- ROI
- Contract Negotiation

Fraud Technologies
- Accertify
- CyberSource
- Dispute Management Systems
- Payment Gateways
- Custom Scripts
- Addons
- Reason Codes

Execution Lead (Mobile eCommerce) | 04/2008 to 01/2014
State Farm Insurance | Bloomington, IL

- Lead Developer for State Farm Pocket Agent for Windows Phone 7 and 8.

- Co-designer, co-architect and co-developer of the service aggregation porta for all mobile applications, including iPhone, Android, mobile web and Windows Phone.

- Winner of State Farm Hack Day 2 years in a row (2009 – 2010)

CTO | 02/2010 to 08/2011
Realinked.com | Chicago, IL

- Founder of Realinked.com, an online real estate brokerage focused on the metropolitan Chicago market.

- Responsible for all technical aspects of the business including design, development and maintenance of the online presence from the backend to presentation layer.

- Exposed to all aspects of the business and ability to wear multiple hats to ensure business success.
- Sold business after one year and becoming profitable.

Software Engineering Manager | 03/2004 to 04/2008
Wolfram Research | Champaign, IL

- Climbed the corporate ladder right out of college from tech support to software engineer to software engineering manager.

- Was responsible for several key aspects of Mathematica, the main software developed at Wolfram Research, including the design from the ground up of the Image Processing Framework and functionality, several components of the Import and Export framework including 2D and 3D Graphics, Bio-Informatics and GIS, and contributed to the 3D Graphics Framework using OpenGL and Direct3D.

- Wrote cross platform C++ code for Windows, Linux and MacOSX in very large code base (several millions of lines of code between the Kernel and User interface).

Software Development
- Web Development
- App Development
- Scripts
- Database Design
- Presentation

Personal
- Driven
- Accountable
- Team Member
- Go-Getter
- Explorer

Education

Bachelor of Science | 2003
Computer Engineering
University of Illinois, Champaign-Urbana
Named to Dean's List

Bachelor of Science | 1999
Civil Engineering
University of São Paulo, São Carlos - SP - Brazil

Languages

- English
- Portuguese
- Spanish