WORK EXPERIENCE

Director of Engineering, Fraud
GameStop

03/2022 to Present
Grapevine, TX

- Led global e-commerce fraud prevention, overseeing a team of managers and engineers focused on fraud protection, chargeback mitigation and payment security.
- Achieved a 68% reduction in fraud rates through innovative machine learning, fraud trend rules, and policy rules.
- Developed and implemented strategies to combat account Takeover (ATO), card testing, Anti-Money Laundering (AML), and transaction fraud.
- Implemented real-time monitoring and alert systems to detect and respond to fraudulent activities promptly.
- Conducted regular security audits and assessments to identify and mitigate potential vulnerabilities.
- Managed relationships with payment providers and networks.
- Provided training and mentorship to junior engineers, fostering a culture of continuous improvement and innovation.
- Utilized .NET 8, Razor/MVC/JavaScript, PostgreSQL, AWS, Amazon S3, Oracle, GCP BigQuery, and various REST APIs.

Software Engineering Manager
Accertify, An American Express Company

01/2014 to 03/2022
Itasca, IL

- Led the Solution Productization team, standardizing anti-fraud systems across multiple industries.
- Designed tools and strategies impacting all clients globally, creating reusable fraud and chargeback components.
- Enhanced fraud detection algorithms, improving accuracy and reducing false positives, resulting in higher client satisfaction.
- Focused on retail, digital, travel, airline, and ticketing fraud prevention.
- Coordinated with cross-functional teams to integrate fraud prevention systems seamlessly into existing infrastructures.
- Recognized with the prestigious President's Award for top 1% performers globally.
- Spearheaded the development of a comprehensive fraud reporting system, providing clients with detailed insights and analytics.

Flavio Smirne

Director of Engineering, Fraud

Orlando Metropolitan Area, FL

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PROFILE

Dynamic and results-driven software engineer and architect with over 15 years of experience specializing in the Microsoft ecosystem. Proven expertise in developing innovative fraud prevention strategies and solutions, leading to significant reductions in fraud rates. Adept at managing and mentoring engineering teams, and proficient in a wide range of technologies. Known for translating complex challenges into simple, effective solutions.

SKILLS

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

Fraud Technologies
- Accertify
- CyberSource
- Dispute Management Systems
- Payment Gateways
- Chargeback
- AML
- Identify Verification

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

- Led the development of State Farm Pocket Agent for Windows Phone 7 and 8, including backend mobile functionality.
- Co-designed and developed the service aggregation portal for mobile applications across various platforms.
- Worked with C#, LINQ, Visual Studio, Java, HTML, JavaScript, databases, and other technologies.
- Won State Farm Hack Day for two consecutive years (2009-2010).
- Integrated third-party services and APIs to enhance the functionality and user experience of mobile applications.
- Conducted code reviews and implemented best practices to ensure high-quality, maintainable code.
- Collaborated with UX/UI designers to create intuitive and user-friendly mobile application interfaces.

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

- Founded an online real estate brokerage focused on the Chicago market.
- Managed all technical aspects, including design, development, and maintenance.
- Developed a scalable platform that facilitated property listings, searches, and client interactions.
- Implemented SEO and digital marketing strategies to drive traffic and increase customer acquisition.
- Oversaw the deployment and maintenance of server infrastructure to ensure high availability and performance.
- Achieved profitability and sold the business within two years.

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

- Advanced from tech support to software engineering manager, contributing to key aspects of Mathematica.
- Designed and implemented the Image Processing Framework, Import and Export framework components, and 3D Graphics Framework.
- Led a team in developing advanced algorithms for image and signal processing, enhancing Mathematica's capabilities.
- Developed cross-platform C++ code for Windows, Linux, and MacOSX.
- Collaborated with research scientists to translate complex mathematical concepts into functional software components.
- Conducted performance optimization and profiling to ensure the efficiency of large-scale software systems.

Engineering / Analytics

- .NET / .NET Core (C#)
- PostgreSQL
- MS SQL
- Entity Framework
- Dapper
- Web / App Development
- WCF / WPF
- Scripting / Tools
- Database Design
- JavaScript / JSON
- MVC
- SQL
- LINQ
- Visual Studio
- RESTful APIs
- Microservices
- Docker
- ML.NET
- REST Clients
- Fiddler / Postman
- Agile / Scrum
- Charts
- Excel
- Reporting
- Splunk
- GCP BigQuery
- Machine Learning
- JIRA / Confluence
- GIT
- OKTA
- Tableau / Power BI

Education

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

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

Languages

- English
- Portuguese
- Spanish