John McCool

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Summary

Results driven leader seeking pivot to career in full stack development, to solve complex problems in a diverse and fast-paced team environment.

Tech Summary: Java, Python, LiJavascript, Spring MVC, HTML/CSS, MySQL, Git

<u>LaunchCode LC101 / Liftoff | St. Louis MO</u> (2018)

Completed LC101 and currently enrolled the LiftOff program. Worked through this curriculum while managing full time career. Curriculum introduced Python, Flask, Java, Spring MVC, SQL/MySQL, Git, and front end markdown (HTML/CSS).

Asst Vice President - Fraud Technology | Scottrade Inc., St. Louis MO (2016 - 2018)

Managed team responsible for customer fraud monitoring and authentication platforms, and worked with senior leadership to develop long term strategies to manage fraud risk. Reported to the Vice President - Enterprise Fraud. Accountable for team with 1 full time investigator.

- A large part of this role was dedicated to addressing high impact issues that resulted in protecting and security the organization's assets. Over 3 years, 4 large scale threats were identified and addressed through solutions designed to provide sustainable and secure monitoring and business rules.
- Created new workflows for employees to more efficiently respond to incidents, resulting in saved labor hours and improved morale by automating repetitive and unnecessary data entry
- Designed and implemented a formal review process for alert output, resulting in a consistent alert hit rate of over 10%

Manager - Fraud Technology | Scottrade Inc., St. Louis MO (2014 - 2016)

Managed team responsible for customer fraud monitoring and authentication platforms. Reported to the Vice President - Enterprise Fraud. Accountable for team with 1 full time investigator.

- Identified and implemented new technologies to accomplish long term department strategy, striving to
 utilize automation and real time monitoring to decrease the time between a potential fraud event occurring
 and our team being alerted
- Managed rollout of new Enterprise fraud monitoring tool (Silver Tail/RSA Web Threat Detection) and Customer Authentication tool (RSA Adaptive Authentication) which resulted in dramatically higher alert hit rates (from sub 1% to over 10%) and a more stable customer experience at login
- Forged and expanded partnerships with IT Engineering teams responsible for maintaining our monitoring tools, resulting in faster resolution times and quicker response times to service events

Fraud Analyst | Scottrade Inc., St. Louis MO (2011 - 2014)

Accountable for management of the firm's customer authentication product, and customer fraud monitoring strategy. Reported to the Vice President - Enterprise Fraud.

- Managed Enterprise Customer Authentication tool (Symantec Fraud Detection System/FDS)
- Utilized Customer Authentication tool to monitor for high risk login activity to customer accounts
- Created Post Mortem process to identify gaps in fraud monitoring

Education

University of Missouri - Columbia (May 2003)