

Laura Sieck

Cyber Security Fraud Analyst
Full-Stack Developer

Pelham, Alabama
(251) 377-1436
sieck519@gmail.com
www.linkedin.com/in/laurasieck

EXPERIENCE

Shipt, Remote — *Cyber Security Fraud Analyst*

February 2022 - PRESENT

- Utilize advanced analytical tools and techniques, including SQL, Python, and Tableau, to extract insights from complex data sets, generate reports, and present findings to senior management, providing insights and recommendations on fraud prevention strategies and tactics.
- Collaborate with cross-functional teams to identify and mitigate fraud risks, including partnering with product and engineering teams to develop new features that enhance fraud prevention measures.
- Utilize various fraud detection tools and techniques, including machine learning algorithms and behavioral analytics, to identify potential fraud and minimize false positives.
- Maintain a high level of knowledge regarding fraud prevention techniques and industry trends, regularly attending conferences and training sessions to stay current.

Shipt, Remote — *Senior Payments Analyst*

April 2020 - February 2022

- Led a team of Payments Analysts, providing guidance, direction, and support to ensure that team goals and objectives were achieved.
- Oversaw daily operations, including scheduling, task allocation, and project management, to ensure that deadlines were met and deliverables were of high quality.
- Developed and implemented best practices, policies, and procedures to ensure consistent and effective performance across the team.
- Created and maintained a team website for the purpose of displaying the team's collaboratively-created Mission Statement, listing and detailing current team processes, providing an up-to-date reference guide, and housing both the team schedule and task rotation schedule

Shipt, Birmingham, AL — *Payments Analyst*

October 2018 - April 2020

- Accurately assessed and strategically established procedures for preventing, detecting, and responding to potential marginal risk and confirmed unauthorized transactions by

SUMMARY

Cyber Security Fraud Analyst with strong skills in Data Analysis and academic experience in Full Stack Development. Seeking a challenging mid-level position in a dynamic company where I can utilize my range of skills and knowledge to contribute to the success of the organization.

SKILLS

Strong skills in data analysis using SQL, Python, and Tableau

Proficient in front-end technologies including HTML, CSS, JavaScript, and React

Proficient in back-end technologies including Node.js, Express, and MongoDB

Experience with version control tools such as Git

Familiarity with Agile development methodologies

Excellent problem-solving and analytical skills

Strong attention to detail and ability to work collaboratively in a team environment

Ability to learn quickly and adapt to new technologies and tools

Certifications

Shipt shoppers, Shipt members, and unauthorized third parties

- Leveraged available context, technical resources, and personal discernment while remaining a consistent and reliable resource for internal and external stakeholders for payments related questions and concerns
- Ensured order payment accuracy through manual review by taking appropriate action to prevent monetary loss for Shipt while also protecting members from payment discrepancies

Shipt, Birmingham, Al — *Shopper Success Specialist*

February 2018 - October 2018

- Analyzed data sets to review shopper performance feedback, Shipt card transaction history, and order margin discrepancies to identify potential issues and determine appropriate action
- Evaluated shopper communication to proactively improve shopper experience by providing best practice tips and resources geared towards specific needs

Shipt, Birmingham, Al — *Communications Specialist*

April 2017 - February 2018

- Effectively resolved customer inquiries, complaints, and issues, utilizing active listening and problem-solving skills to identify root causes and provide appropriate solutions.
- Demonstrated strong communication skills, including clear and concise verbal and typed communication, to effectively communicate with customers, team members, and stakeholders.
- Navigated complex systems and processes, including billing, troubleshooting, and account management, to ensure efficient and effective call, live chat, and email resolution.

Full-Stack Web Development

Michigan State, completed May 2023

Python for Data Science

eCornell, completed September 2022

Data Science with SQL and

Tableau eCornell, completed September 2022

Lean Six Sigma White Belt

Management and Strategy Institute, completed February 2019

EDUCATION

University of Alabama at Birmingham, Alabama — *Bachelor of Science in Human Resource Management*

August 2013 - May 2017