

Orlando Lopez
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SUMMARY

More than 2 years programming and development experience using C# and ASP.NET Core

COMPUTER SKILLS

Languages

- Proficient in C#, ASP.NET Core, HTML, CSS
- Familiar with: JavaScript, Java, Python, Google AppScript

Software

- Database: Microsoft SQL Server, Oracle SQL, Google Big Query
 - Platforms: Windows 10, MacOS
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EXPERIENCE

Fraud Detection Manager

April 2016 - Present

Wayfair LLC

- Analyzed orders for signs of fraudulent transactions, cancel orders if deemed fraud and banner them appropriately.
- Assist in split card payment transactions, add outstanding balances, and clear outstanding balances.
- Managed project based work through tools like Google Data Studio and AppScript
- Managing a team of 5 fraud analysts and providing coaching and assistance with their day-to-day tasks.
- Data dives performed through SQL for the consumption of upper management.

Service Rep/Escalations Team Member

July 2015 – April 2016

Wayfair LLC

- Assisted customers with pre and post order questions or issues. Assisted in placing orders and answering product questions.
 - Resolved grievances with products or services.
 - Refer unresolved issues to designated departments for further assistance.
 - Keep records of customer interactions, complaints or comments and actions taken.
 - Assist customers with escalated issues.
 - Aid customers from the start of issue till resolution.
 - Assist customer service with policy questions, navigation of systems and miscellaneous issues.
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EDUCATION

Ogden Weber Technical College

August 2018 – June 2021

Ogden, Utah

- Software Development