

# WORK EXPERIENCE

Director, E-Commerce Fraud  
GameStop

03/2022 to Present  
Grapevine, TX

- Led global e-commerce fraud prevention strategy, overseeing a team of managers, engineers and analysts focused on fraud protection, chargeback mitigation and payment security.
- Collaborated closely with the CFO on loss prevention, the CISO on security matters, and the CTO on technical challenges.
- Reduced fraud rates by 68% through the implementation of innovative machine learning techniques, fraud trend analysis, policy rules, and alert systems.
- Developed and implemented strategies to combat account takeover (ATO), card testing, anti-money laundering (AML), transaction fraud and return fraud.
- Developed and automated the global chargeback mitigation and response programs from the ground up.
- 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 processors and networks.
- Provided training and mentorship to junior analysts, fostering a culture of continuous improvement and innovation.
- Interfaced with 3<sup>rd</sup> party data providers using Amazon S3, Oracle, GCP BigQuery, and various REST APIs.

Manager, Solution Productization  
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 prevention components.
- Enhanced fraud detection algorithms, improving accuracy and reducing false positives, resulting in higher client satisfaction.
- Specialized in fraud prevention across retail, digital, travel, airline, and ticketing industries.
- Coordinated with cross-functional teams to integrate fraud prevention components 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, E-Commerce Fraud

Orlando Metropolitan Area, FL

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## PROFILE

Dynamic and results-driven professional with extensive experience in e-commerce fraud prevention and security. Proven expertise in developing innovative fraud prevention strategies and solutions, leading to significant reductions in fraud rates. Adept at managing and mentoring finance and engineering teams, and proficient in a wide range of technologies. Responsible for both engineering and loss prevention. 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)

State Farm Insurance

04/2008 to 01/2014

Bloomington, IL

- Led the development of State Farm Pocket Agent for Windows Phone 7 and 8.
- Architected and developed the backend service aggregation portal for mobile applications across all mobile 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

Realinked.com

02/2010 to 08/2011

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

Wolfram Research

03/2004 to 04/2008

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