

Davina Rox

Fraud Analyst

 davina.rox@gmail.com
 (238) 963-7530
 Philadelphia, PA

EDUCATION

Bachelor of Science in Criminal Justice at Pennsylvania State University, PA
Sep 2019 - May 2023

Relevant Coursework: Criminal Law, Criminology, Criminal Justice Ethics, Forensic Science, Juvenile Justice, Corrections Management, Criminal Procedure, and Victimology.

LINKS

[linkedin.com/in/davinarox](https://www.linkedin.com/in/davinarox)

SKILLS

[SQL](#)

[Python](#)

[SAS](#)

[Tableau](#)

[Excel](#)

[R](#)

[Machine Learning](#)

LANGUAGES

[English](#)

[Italian](#)

HOBBIES

Chess
Photography
Reading Mystery Novels

PROFILE

A detail-oriented and analytical professional with one year of experience as a Fraud Analyst, skilled in identifying and investigating suspicious financial activities to prevent fraud. Proficient in utilizing advanced fraud detection tools and techniques, adept at analyzing transaction patterns, and experienced in developing strategies to mitigate risks. Demonstrated ability to work effectively in fast-paced environments, ensuring compliance with regulatory standards. Excellent communication skills, with a track record of collaborating with cross-functional teams to enhance fraud detection measures and improve operational efficiency. Committed to continuous learning and staying abreast of the latest trends in fraud prevention.

EMPLOYMENT HISTORY

● Fraud Analyst at PNC Financial Services, PA

Mar 2024 - Present

- Spearheaded the development and implementation of an advanced fraud detection system at PNC Financial Services, PA, resulting in a 30% reduction in fraudulent transactions within the first year of operation, saving the company over \$2 million in potential losses.
- Led a cross-functional team to analyze and revamp existing fraud analysis protocols, which enhanced detection rates by 25% and improved response time to suspicious activities by 40%, significantly reducing the impact on affected customers.
- Designed and conducted comprehensive training programs for over 100 new hires and existing staff on fraud awareness and prevention techniques, contributing to a 15% overall decrease in internal fraud incidents and fostering a culture of vigilance within PNC Financial Services, PA.

● Junior Fraud Analyst at Comcast Corporation, PA

Aug 2023 - Feb 2024

- Developed and implemented a new fraud detection algorithm that reduced fraudulent account activities by 35% within the first six months of deployment, saving Comcast Corporation an estimated \$2 million in potential losses.
- Led a team initiative that analyzed over 500,000 customer transactions, identifying and addressing vulnerabilities in the payment system which resulted in a 25% reduction in chargebacks, enhancing customer trust and satisfaction.
- Spearheaded the adoption of advanced analytics tools for real-time fraud monitoring, which increased the detection rate of suspicious activities by 40%, significantly improving response time to potential threats and safeguarding company assets.
- Coordinated with cross-functional teams to refine risk management processes, successfully decreasing false positive rates by 30% without compromising on fraud detection capabilities, thereby optimizing operational efficiency and improving customer experience.

CERTIFICATES

For Fraud Analysts, two specialized and diverse certifications include:

Mar 2023

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Martin John Yate



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