GERICO ALAGON

Computer Engineer | Fraud & Risk Analyst | VA

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PROFESSIONAL SUMMARY

A motivated and results-driven individual with three years of expertise and a strong professional tech-background in Computer Engineering. Experienced in administrative tasks, customer communication, fraud and loss prevention, dispute and claims management, legal assistance, and systems development. Applies technical and analytical expertise to strengthen operations such as improving workflow efficiency, financial protection, and maintain high standards of customer experience and satisfaction.

WORK EXPERIENCE

Whim (Fragile) - Risk Analyst / Tech Support (San Francisco, CA) — Apr 2026 - Nov 2026

- Led the development of FraudOps, transitioning NZXT's legacy Spreadsheet/Excel-based fraud records into a centralized system during the transition to Whim (Fragile), optimizing fraud monitoring, operational visibility, and case management.
- Added ticketing service and detailed trend-analysis features to FraudOps, identifying emerging fraud patterns involving tracking scams, compromised PayPal credentials, and reshippers to strengthen loss prevention.
- Through FraudOps, reduced dispute losses from 13% to 0%, achieving a 100% protection rate across chargebacks in 2026 YTD. This contributed to 54.13% of reviewed-order revenue while handling only 30.20% of order volume, significantly increasing revenue generated per reviewed order.

NZXT - Fraud Analyst (Monrovia, CA) — Nov 2024 - Apr 2026

- Reviewed high-risk transactions, investigated fraud patterns, and supported approval and cancellation decisions to minimize financial losses.
- Managed fraud disputes and prepared supporting case documentation for chargebacks and claims.
- Contributed to approximately $12.5 million in financial impact, retaining around $3.1 million in revenue from 2024-2025.

The VA HUB US - Financial Fraud VA / Legal Assistant — Feb 2023 - Jan 2024

- Supported financial fraud investigations by organizing financial records, managing digital evidence for e-discovery, preparing legal documentation, and assisting with case exhibits.
- Assisted with administrative tasks, cases involving securities fraud, wire and mail fraud, bank fraud, tax evasion, and insider trading.

PROJECTS

- **FraudOps** (NZXT/Whim Fraud Operations System)
- **NMIS: Prediction Meat Supply System** (DOST-Goddess Project (Government)
- **Yearbook Management System** (US Client Project)
- **Spectra & Float** (Google Chrome Extensions Helpers)

CERTIFICATIONS

- Master Certified Fraud Examiner (CFE) Essential
- Acumatica Application Development Training (T190-T210)
- The Complete Shopify Dropshipping Course Certification
- Complete Shopify Dropshipping Course Certification

EDUCATION

Bachelor of Science in Computer Engineering — June 2020 - Aug 2024

University of Mindanao - College Graduate

- Summa Cum Laude
- Final CGPA: 3.57+

KEY SKILLS

Technical Related: Technical Support, Hardware Assembly & Troubleshooting, Software Development, C, C++, Python, React, Laravel, HTML5, CSS3, JavaScript, SQL, PostgreSQL, Neon DB, Data Analysis, Microsoft Office Suite, GitHub, Vercel, Acumatica ERP, and Problem-Solving.

Fraud & Legal Related: Fraud Detection & Investigations, Fraud Disputes & Claims, Fraud Analysis, Transaction Monitoring, Risk Assessment & Loss Prevention, Administrative Support, Document Preparation, Legal Research, File & Calendar Management, Billing & Invoicing, Outbound Calls, Attention to Detail, and E-commerce & Dropshipping Operations.