SEZGIN BAKTIAYA

Fraud and Security Investigations | OSINT and Threat Intelligence

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Professional Profile

Fraud and security investigations professional with five years of iGaming experience, including managing four security analysts. Experienced in account takeover investigations, case documentation, risk reporting and briefings to senior management. Combines recent open-source intelligence (OSINT) and security training with source-linked publishing and postgraduate research. Native Turkish speaker with professional working English, transitioning into OSINT and threat intelligence analysis.

Core Skills

Investigations: Fraud investigation, account takeover, transaction monitoring, Know Your Customer (KYC), identity verification, chargeback analysis, case documentation and escalation.

Security and reporting: Phishing defence, DDoS mitigation, risk assessment, security policies, management reporting, analyst training and team leadership.

Coursework foundations: Intelligence cycle, public records and social media research, source verification, reverse image search, metadata analysis, MITRE ATT&CK and SIEM fundamentals.

Professional Experience

Cyber Security Supervisor

Maxi Entertainment LTD | Greater London, UK | Jul 2023 - Sep 2026

- Established the cybersecurity department, wrote operating policies, and recruited, trained and managed four security analysts.
- Implemented defences against phishing and distributed denial-of-service (DDoS) attacks, reducing successful phishing incidents by 65%.
- Led fraud and security investigations into account takeover, multi-accounting, collusion and bonus abuse, including high-value accounts.
- Developed transaction monitoring rules, KYC triggers and account controls; briefed senior management on payment provider exposure, account limits and security investment.
- Helped reduce average withdrawal review time from three hours to two while working across support, payments and risk.

Risk & Fraud Analyst

Maxi Entertainment LTD | Greater London, UK | Apr 2022 - Jun 2023

- Analysed chargebacks and payment data, recommended rule changes and prepared weekly risk reports for management.
- Monitored accounts and transactions for fraud, bonus abuse, multi-accounting and suspicious payment activity; documented findings and escalated cases.
- Conducted enhanced identity and payment-method ownership checks before approving high-value withdrawals.

Customer Support & Payments Specialist

Maxi Entertainment LTD | Greater London, UK | May 2021 - Mar 2022

- Handled 60-120 customer enquiries daily through CRM, live chat and email.
- Verified deposits and withdrawals, performed first-line identity and fraud checks, and escalated suspicious activity to the risk team.

Professional Experience Continued

Assistant Operations Manager

Elmas Enterprise | Greater Boston Area, USA | Aug 2018 - Jun 2021

- Supported daily operations and contractor onboarding for an 18-person courier contractor.
- Analysed market and account data and prepared weekly lead lists and management reports.

Selected Research And Projects

Trademark Report Assistant | Chrome Extension

- Built a Chrome extension to streamline trademark reports on X, Instagram and GitHub, prompting evidence review and retaining user control of final submission. Added regression tests for URL validation, evidence requirements and form handling.

The Curtain | Independent News Platform | thecurtain.online

- Created an independent news platform covering world affairs and technology, with source-linked articles that let readers examine supporting evidence and uncertainty.

MSc Dissertation | University of Westminster | 2022

- Designed an online survey completed by 45 respondents and conducted two telephone interviews; compared findings with published studies and industry data. Examined UK Generation Z use of food delivery apps during COVID-19, including perceptions of value, privacy and trust.

Certifications And Professional Development

Fundamentals of Open-Source Intelligence (OSINT) | Alison | Nov 2026

Coursework: Public-source collection, source verification and the intelligence cycle.

SOC Fundamentals | CyberExam | Nov 2026

Coursework: Threat detection, MITRE ATT&CK, security information and event management (SIEM) and incident response.

LLM Hacking Fundamentals | CyberExam | Nov 2026

Coursework: Prompt injection, LLM defences, OWASP LLM Top 10 and training data leakage.

ISO/IEC 27001:2022 Professional Auditor Training Course | The QHSE Group | May 2023

Coursework: ISMS audit preparation, conduct, reporting and follow-up.

Additional professional development

Bloomberg Market Concepts | Bloomberg | Feb 2023

Coursework: Financial markets, economic indicators, currencies, fixed income and equities.

ISO 9001:2015 Lead Implementer Professional | The QHSE Group | May 2023

Coursework: Quality management systems, ISO 9001 requirements, gap analysis and implementation.

Microsoft Office | edX

Relevance: Report preparation, information organisation and presentation of findings.

Education

CMI Level 7 Diploma in Strategic Management and Leadership Practice

Chartered Management Institute | Nov 2022 - Nov 2023

MSc International Business and Management | Merit

University of Westminster | Sep 2021 - Oct 2022

Master of Management, Business Management

Cambridge College | Jan 2015 - Jan 2018

Languages

Turkish: Native | English: Professional working proficiency | Arabic: Elementary