Sezgin Baktiaya

Research and Intelligence Portfolio

London, UK | sezgin.baktiaya@gmail.com

I bring five years of iGaming experience, including fraud and security investigations, together with postgraduate research, source-linked publishing and OSINT training. I am building a career in research and intelligence analysis.

SELECTED CAREER OUTCOMES

4	65%	3h to 2h
security analysts recruited, trained and managed	reduction in successful phishing incidents	average withdrawal review time; helped deliver the reduction

Maxi Entertainment LTD | Cyber Security Supervisor | 2023-2026

PROFESSIONAL EXPERIENCE

Cyber Security Supervisor

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

Established the cybersecurity department, wrote operating policies and managed four analysts. Led investigations into account takeover, multi-accounting, collusion and bonus abuse. Developed transaction monitoring rules and briefed senior management on payment risk and security investment.

Risk & Fraud Analyst

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

Analysed chargebacks and payment data, monitored suspicious account activity and conducted identity and payment-ownership checks. Documented and escalated cases, recommended rule changes and prepared weekly management risk reports.

Customer Support & Payments Specialist

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

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

Assistant Operations Manager

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

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

Languages: Turkish - native | English - professional working proficiency | Arabic - elementary

LinkedIn profile | GitHub projects

Tools and publishing

CHROME EXTENSION | CREATOR AND DEVELOPER

Trademark Report Assistant

A Chrome extension that helps prepare trademark report drafts on X, Instagram and GitHub, with evidence review and final submission kept in the user's hands.

My contribution. I built the extension to reuse routine reporter and trademark details, collect an exact content URL and supporting evidence, and help fill supported platform forms. I use generative AI to assist with development, debugging and technical research.

Method. The workflow requires a fresh review for each case and reports fields that still need attention. Regression tests cover URL validation, evidence requirements and form-field handling.

Prepare a draft	Review the evidence	User completes submission

This is a report-preparation tool. It does not decide infringement or guarantee a platform outcome.

Source repository, documentation and tests

INDEPENDENT PUBLISHING | CREATOR

The Curtain

An independent news platform covering world affairs, politics, business, technology and society, with links to supporting sources.

My contribution. I created The Curtain as a free news and blog platform. Articles link to their sources so readers can examine evidence, context and uncertainty.

Research communication. The project combines website development with the organisation and presentation of source-linked reporting. It brings my interest in international affairs together with clear public communication.

The public website and repository provide examples of my publishing work and interest in international affairs.

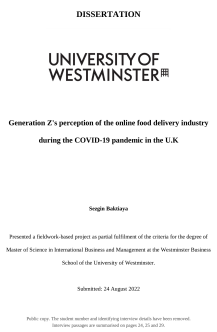
Visit The Curtain

Explore the website repository

Research and business cases

UNIVERSITY OF WESTMINSTER | MSC DISSERTATION | 2022

Generation Z and food delivery


DISSERTATION

UNIVERSITY OF WESTMINSTER

Generation Z's perception of the online food delivery industry during the COVID-19 pandemic in the U.K

Sezgin Baktiaya

Presented a fieldwork-based project as partial fulfilment of the criteria for the degree of Master of Science in International Business and Management at the Westminster Business School of the University of Westminster.

Submitted: 24 August 2022

Public copy: The student number and identifying interview details have been removed. Interview passages are summarised on pages 24, 25 and 29.

An MSc dissertation examining how Generation Z in the UK used and evaluated food delivery apps during the COVID-19 pandemic.

45 survey respondents. Two telephone interviews.

I compared primary responses with published studies and industry data, examining convenience, choice, price, contactless delivery, privacy and trust.

The findings describe this study's participants and context; the sample does not establish population-wide or causal conclusions.

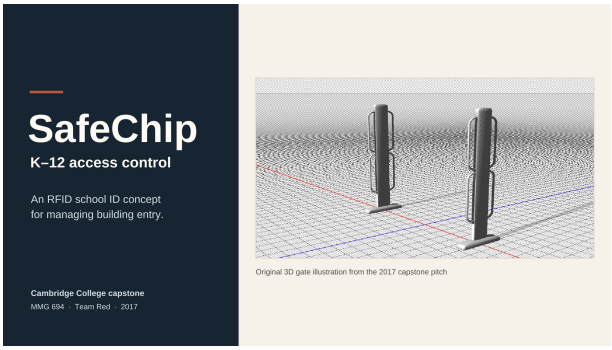
Public copy: 41 pages. Personal identifiers removed and interview passages summarised. Submitted 24 August 2022.

View the dissertation and project materials on LinkedIn

CAMBRIDGE COLLEGE | TEAM CAPSTONE | SEP - DEC 2017

SafeChip school access concept

I originated the SafeChip concept and took responsibility for product design within a five-person capstone team. I researched the school-security market, compared existing products, contacted hardware suppliers for quotes and estimated implementation costs.



Our five-person team proposed an annual leasing package covering equipment, software, maintenance and staff training, supported by a four-year financial forecast.

I produced an animated walkthrough and contributed to the final pitch.

Original 2017 capstone illustration. A team proposal for RFID-enabled school IDs and an annual leasing model.

View the original project record

Education and development

CMI Level 7 Diploma in Strategic Management and Leadership Practice

Chartered Management Institute | Nov 2022 - Nov 2023

Awarded 30 November 2023 | Six units, 53 credits

MSc International Business and Management

University of Westminster | Sep 2021 - Oct 2022

Merit | Awarded 13 October 2022

Master of Management, Business Management

Cambridge College | Jan 2015 - Jan 2018

GPA 3.70 / 4.00

CERTIFICATIONS AND PROFESSIONAL DEVELOPMENT

These training topics complement my applied investigations experience.

Digital Forensics Investigation Diploma

Alison | Nov 2026

Digital evidence acquisition and preservation, host-based analysis, cloud/web/application forensics and investigative reporting. Final assessment: 94%.

View issuer record

Fundamentals of Open-Source Intelligence (OSINT)

Alison | Nov 2026

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

View issuer record

SOC Fundamentals

CyberExam | Nov 2026

Threat detection, MITRE ATT&CK, SIEM fundamentals and incident response.

View issuer record

LLM Hacking Fundamentals

CyberExam | Nov 2026

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

View issuer record

ISO/IEC 27001:2022 Professional Auditor Training Course

The QHSE Group | May 2023

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

View issuer record

Bloomberg Market Concepts

Bloomberg | Feb 2023

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

View issuer record

ISO 9001:2015 Lead Implementer Professional

The QHSE Group | May 2023

Quality management systems, requirements, gap analysis and implementation.

View issuer record

Microsoft Office

edX

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