Stefan B.

Expert in detecting and investigating phishing

SUMMARY

Dedicated security professional with hands-on experience investigating thousands of phishing cases seeking a SOC Specialist position to apply my skills in threat detection, attack vector analysis, and customer protection. Passionate about cybersecurity with a proven track record of clear communication and analytical problem-solving in high-security environments.

EXPERIENCE

Concentrix, Remote — *Tech support for a job website*

OCTOBER 2018 - JULY 2025

Encountered and investigated multiple thousands of phishing cases, which ranged from email, SMS to voice messaging.

Communicated findings on fraud and technical issues in an efficient and clear way to users, team members and supervisors.

Followed strict data protection guidelines to keep user data safe.

Met and exceeded KPIs, usually as the team's top performer.

Concentrix, Dublin — *Tech support for a robot vacuum*

JULY 2016 - OCTOBER 2018

Talked customers through network troubleshooting steps to connect their IoT robot vacuum.

Communicated technical troubleshooting steps to non–technical, often elderly customers on how to repair their robot vacuum.

Concentrix, Swords — *Tech support for a gaming console*

JANUARY 2016 - JULY 2016

Helped users with technical networking concepts such as port forwarding and setting up a DMZ for their gaming console.

Operated in a high security environment where we handled very sensitive data such as payment details.

La Place, Duinrell (the Netherlands) — *Kitchen staff*

MAY 2015 - OCTOBER 2015

Prepared food for three restaurants in a high–volume amusement park environment

Supervised kitchen team operations on designated days and maintained strict adherence to HACCP food safety regulations

Demonstrated strong time management skills while meeting tight production deadlines

SKILLS

Fraud prevention and detection

Data privacy

Tech support

Communication skills

Machine learning and AI

Data science

Time management

LANGUAGES

Dutch (native)

English (fluent)

German (Intermediate)

Japanese (Intermediate)

HOBBIES & INTERESTS

Cooking

AI & Tech

Reading

Animals

Health

CERTIFICATES

Google Cybersecurity Specialization, Coursera

JUNE 2025

https://coursera.org/share/1cac43216b95371306745fb490ede5a6

IBM Data science professional certificate, Coursera

MARCH 2025

https://coursera.org/share/3cbc8ed90caa868dafbd15ac9e178934

Machine Learning Specialization, Coursera

FEBRUARY 2024

https://coursera.org/share/f069c86dfde75978d9408abf6710d2f6

EDUCATION

Leiden University, Leiden (the Netherlands) —
Bachelor's degree in Japanstudies

SEPTEMBER 2011 - JUNE 2015

A study focusing on Japanese culture and language.

ACCOMPLISHMENTS

I found a way to use the Zendesk tools to automate emails using macros, raising productivity considerably for those in my team that were comfortable and tech savvy enough to use it.

Due to a website outage, we received multiple thousands of emails over the weekend. Because it was the weekend, the client was unavailable. I used my technical skills to bulk answer over two thousand emails, which turned a situation that would have otherwise cost us weeks to get rid of the incoming volume, to an issue that was practically solved when the client logged in on Monday. The client then incorporated this into their workflow for later outages.