

Daniel Birdsall



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Experience



Security Operations Analyst (SecOps)

Monzo Bank

Jan 2022 - Present (5 months +)

As a SecOps analyst, my role includes:

- Security incident response
- Security alert monitoring
- Threat intelligence
- Creation of security detection rules using Sigma



Financial Crime Investigator

Monzo Bank

Jun 2021 - Jan 2022 (8 months)

Within this role, I undertake financial crime investigations and monitor accounts for financial crime.

Some skillsets include:

- Transaction Monitoring
- PEP / Adverse Media screening
- Adhoc investigations using software such as: Google BigQuery, Looker, OSINT
- Responding to incidents
- Submitting SAR and DAML requests

During my time doing the above skillsets, I have gained deep knowledge of regulations regarding financial crime, certain typologies which match financial crime and further steps needed once financial crime is suspected.



Card Fraud and Account Takeover Investigator

Monzo Bank

Feb 2021 - Jan 2022 (1 year)

Within this job I have learned in depth knowledge of investigating card payment fraud, account takeover fraud and card payment scams. During my ongoing training, I have gained knowledge of MasterCard chargeback processes, the FCA guidelines for fraudulent transactions and regulatory requirements for fraud reimbursement.



Customer Operations

Monzo Bank

Nov 2020 - Jun 2021 (8 months)



Customer Care Representative

ASOS.com

Apr 2020 - Nov 2020 (8 months)

This role includes dealing with customers as the first point of contact. This is mainly email, social media, live chat, and call-based and my main duties include:

- Showing customer empathy and relating to the situation they are in.
- Gathering all information in order to resolve the issue without the need for the customer to get back in touch.
- Escalating issues that need to be escalated to the appropriate team.

I feel like this role has given me great experience in customer care. I have learned how to diffuse a situation before the matter escalates.

During this role, I have managed to meet the SLA arrangements and also the CPH, KPI.

For part of my role at ASOS, I worked on Manager callbacks which included contacting a customer who has requested a manager and resolving their issue.



Assembly Line Worker

Nissan Motor Corporation

Jan 2016 - Nov 2017 (1 year 11 months)

Education



University of Sunderland

Bachelor of Science - BS, Networks and Cybersecurity

2018 - Jun 2023

Year 0 - 66.4%

Year 1 - Exceptional Pass expected 1st.

Licenses & Certifications



Cisco Cybersecurity Essentials - Cisco Networking Academy



Cisco Introduction to Cybersecurity - Cisco Networking Academy



Learn the Command Line Course - Codecademy



Go Programming - Codecademy



CCNA: Introduction to Networks - Cisco



Certificate in Anti Money Laundering - ICA

Skills

Social Media • Microsoft Office • Training • Networking • Programming • Cybersecurity