

# Aidan Walsh

Former Anti-Fraud Analyst - Cork, Ireland

W: <http://www.worky.com/aidanwalsh>

## Aidan Walsh's Professional Experience

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### 2011 - 2012 **RSA Security - Anti-Fraud Analyst**

Worked as a member of RSA's Anti-Fraud Command Center (AFCC) providing online Fraud protection services (Anti-Phishing, Anti-Pharming and Trojan handling) to a wide range of commercial entities. The position involved detection and analysis of online threats and processing in accordance with customer specific procedures.

Primary duties involved:

- Detect Phishing and Trojan attacks
- Analyse new Fraud Trends and Technologies
- Forensics analysis and research
- Initiate formal shut down fraudulent websites
- Initiate counter-measures
- HTML, Java, PHP scripting analysis
- Follow up with ISP and Web Hosting authorities to ensure site closure or amendment
- Communicate with customers to update on attack status and shutdown progress

Addition contributions:

- Chosen to head up a new Mobile Apps Fraud Service offering. The role involved performing research and developing a process framework. Within 3 months RSA were in a position to trial this new service and extend its Anti-Fraud network to cater for the mobile operating systems for smartphones and tablet computers.
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### 2007 - 2010 **Apple Operations Europe - iPhone Senior Product Specialist**

Starting with the UK Launch of the iPhone in Nov 2007, worked as a member of Apple's AppleCare iPhone and iPad Support team providing telephone based support to Apple customers in UK, Ireland, India, Singapore, and Australia, and to iPhone mobile carrier representatives in UK, Ireland, the Netherlands, Luxembourg and Belgium. The position included providing technical assistance to first level telephone support agents, and taking over and working directly with customers where it was deemed necessary to resolve issues as quickly as possible.

Primary Duties involved:

- Provide answers to any pre-sales queries related to iPhone and iPad devices
- Provide technical and procedural support to first level telephone support agents within Apple and partner companies
- Provide after sales support to iPhone and iPad customers in relation to • Day to day device usage
- Syncing to OS X, Windows or MobileMe platforms
- Troubleshooting hardware issues that may arise
- Troubleshooting iOS software issues
- Troubleshooting iTunes issues on Windows and OS X
- Work with customers & Apple iOS Engineering departments to troubleshoot, workaround and resolve new issues resulting out of new software or hardware releases

Additional contributions:

- Prepared and delivered short classroom training on iPhone and iPad devices, iOS software and procedural queries.
  - Provided at desk support for new and existing agents who required additional support with technical or procedural issues.
  - Worked with iOS Engineering to provide and fact check information for a public support document
  - Briefly transitioned to the MobileMe customer support team to provide web chat based support to customers experiencing syncing, billing and account based issues.
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2007 - 2007 **Apple Operations Europe - CPU Technical Support Agent**

Joined as a member of Apple's UK CPU Technical Support team providing telephone based assistance to UK and Irish based customers and users of iPod and Mac computers. The position involved providing support to customers to resolve issues as quickly as possible and working with Senior Product Specialists where further technical support was required.

Primary Duties involved:

- Provide support for all queries involving iPod and iTunes software on Windows and OS X
- Provide support for hardware related issues for iMac, Macbook, Macbook Pro and Mac Mini computers
- Provide support for all queries regarding OS X 10.3, 10.4 and 10.5
- Provide support for iLife applications for OS X (iPhoto, iMovie, Garageband & iDVD)

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**Aidan Walsh's Education and Qualifications**

2007 **Bachelor/Degree - Computing**  
**Institute of Technology, Tralee**

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**Aidan Walsh's Additional Information**

**Links**

**My Blog - <http://blog.aidanwalsh.net>**

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**Memberships**

ACM

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