



 black@burnaron.com

EDUCATION

Extended Diploma in Software Development MCAST

Hardware/Software troubleshooting, Virtualization (VMWare, Oracle, VirtualBox) C#, Java, PHP, HTML/CSS

SKILLS

- **Payment & Risk Operations:** Fraud detection, transaction monitoring, chargeback analysis, responsible gambling controls, risk mitigation
- **Tools & Systems:** Jira, Zendesk, Salesforce, Verint, Confluence, Office 365, internal dashboards
- **Technical Support:** Incident investigation, log analysis, escalation handling, SLA-driven environments
- **Communication:** Clear communication, technical issue translation for non-technical users

INTERESTS

- **Technology and systems:** enjoy understanding how complex systems behave, run local AI models & privacy-centered locally hosted search engines
- **Teaching and knowledge-sharing:** regularly help others understand technical concepts
- **Motorcycling:** strong focus on control, risk awareness, and decision-making under pressure
- **Guitar:** self-taught, focused on consistency and technique; enjoy learning new styles and improving through regular practice
- **Continuous learning:** actively improving technical and analytical skills

Aron Blackburn

PROFILE

Fraud operations & Support Specialist with hands-on experience supporting high-volume, fast paced, regulated gaming and payment environments. Strong background in fraud detection, risk analysis, and responsible gambling compliance, with a proven ability to investigate complex issues, communicate clearly, and collaborate with technical teams to resolve issues efficiently. Highly detail-oriented, calm under pressure, and motivated by solving real-world problems.

EXPERIENCE

Momentum Group - Reactivation Agent

07/2026 - Present

Increased Player engagement through building rapport, CRM documentation, commercial awareness, regulated gaming environment.

bet365 - Responsible Gambling Specialist

08/2025 - 02/2026

Monitored player behaviour to identify gambling risk, applied protective measures in line with regulatory requirements, and handled sensitive customer interactions with clarity and professionalism in a high-volume environment.

Abtran - HSE Live Support representative

02/2025 - 05/2025

Provided front-line support for public healthcare services by resolving queries accurately, handling sensitive personal information, and maintaining strict adherence to data protection and service-level standards in a high-pressure environment.

Flutter - Fraud Operations Analyst

08/2023 - 07/2024

Investigated high-risk transactions and account activity using internal monitoring tools and data dashboards, Identified fraud patterns, escalated system-level issues, worked with engineering and dev teams, documented findings clearly to support operational improvements and incident prevention, handled escalations requiring fast, accurate decision-making under pressure

Flutter - Fraud Ringfence

02/2023 - 08/2023

Conducted KYC reviews (POI, POA, POF), handled real-time and email-based verification cases, and identified document abuse and fraud patterns. Escalated high-risk cases and collaborated with fraud and compliance teams to improve detection rules and verification processes.

Flutter - Customer Service Agent

10/2022 - 02/2023

Website:

