Cyber Fraud Specialist

Montreal - Full-time - 744000077026985

Apply Now:

As a Cyber Fraud Specialist within the Fraud & Investigation team, you will play a critical role in protecting our players and digital ecosystem from fraud and abuse. Embedded in the GRC & Corporate Security division, you will focus on account integrity, ownership verification, bot mitigation, and in-game fraud prevention across Ubisoft's online services and game platforms.

You will collaborate with cross-functional teams including Account Management, Player Support, Game Production, and Data Science to detect, investigate, and prevent fraudulent activity. Your mission is to ensure a secure and trusted experience for our players by proactively identifying threats and implementing scalable fraud prevention strategies.

Key Responsibilities

- **Detect and Investigate:** Identify and analyze fraud patterns such as account takeovers, fake account creation, and in-game abuse using behavioral analytics, telemetry, and threat intelligence.
- **Prevent and Protect:** Design and implement fraud prevention controls including risk-based authentication, device fingerprinting, and anomaly detection.
- **Collaborate Cross-Functionally:** Partner with data, engineering, and customer experience teams to develop tools and workflows that reduce fraud while preserving user experience.
- **Account Ownership Verification:** Develop and refine processes to validate legitimate account ownership and support recovery in compromised scenarios.
- **Bot and Abuse Mitigation:** Monitor and respond to bot activity, farming, and automation abuse across game services and marketplaces.
- **Metrics and Reporting:** Build dashboards and KPIs to track fraud trends, incident response, and the effectiveness of mitigation strategies.
- **Policy and Process Development:** Contribute to the creation and continuous improvement of fraud detection methodologies, escalation protocols, and response playbooks.
- **Training and Awareness:** Deliver fraud awareness sessions and contribute to internal knowledge sharing across teams.
- **Insider Fraud:** Participate in the development of an insider fraud detection and prevention program.
- **Fraud Oversight:** Ensure that fraud root causes have been addressed and / or document deficiencies and escalate critical issues.

- Proven experience in fraud prevention, cybersecurity, or trust & safety roles, ideally in the gaming, e-commerce, or online services sectors.
- Strong understanding of account security threats, ATO tactics, credential stuffing, social engineering, and marketplace fraud.

- Experience with fraud detection tools, SIEM platforms, SQL, and data visualization (e.g., PowerBi).
- Familiarity with risk-based authentication, CAPTCHA systems, device intelligence, and identity verification technologies.
- Knowledge of relevant privacy laws, data protection regulations, and digital fraud compliance.
- Industry certifications (e.g., CFE, CISA, GIAC, CEH) and participation in fraud/security communities are strong assets.

We embrace a hybrid work model helping you stay connected with your team and aligned with business priorities, while giving you the opportunity to maintain your work-life balance. Note, that some roles are fully office-based and are not eligible for hybrid work.

Just a heads up: If you require a work permit, your eligibility may depend on your education and years of relevant work experience, as required by the government.

Skills and competencies show up in different forms and can be based on different experiences, that is why we strongly encourage you to apply even though you may not have all the requirements listed above.

At Ubisoft, we embrace diversity in all its forms. We're committed to fostering an inclusive and respectful work environment for all. We know the importance of providing a pleasant interview experience, therefore if you need any accommodation, please let us know if there is anything we can do to facilitate the interview process.