Spam and Abuse Analyst

Full time role

Location: Skopje, Macedonia

Apply: to go https://careers.protonmail.com/o/spam-and-abuse-analyst and apply online

Job description

Our company

At Proton, we envision an internet where privacy is the default, and we're building ways to help all people secure their digital lives and take control of their data. ProtonMail was founded in 2014 by a group of scientists who met at the European Organization for Nuclear Research (CERN). And since its inception, the company has grown at a fast pace and today has over 40 million users.

Our principal product, **ProtonMail**, is the world's largest secure email service. Our second product, **ProtonVPN**, is one of the world's most popular VPN services. Our vision is to build an internet platform for the protection of digital rights, and we are also developing additional products, including **ProtonCalendar, ProtonDrive**, and more to come.

Proton users include leaders of the Hong Kong protest movement, *New York Times* journalists, some of the world's largest corporations, and millions of ordinary citizens from over 180 countries. Our team is diverse and dynamic, representing over 30 different nationalities, with offices in Geneva, Zurich, Prague, Vilnius, Skopje, and Taipei. We're also considering future potential office locations such as London and Barcelona.

About the Team

While the open nature of email is great for interoperability, accessibility and freedom from centralized control, it also creates challenging spam and abuse problems. For instance, a significant percentage of incoming emails to ProtonMail users are spam, some of which are dangerous phishing attacks. Also, like a free email service open to all, ProtonMail inevitably attracts signups from bad actors who abuse our excellent email delivery and reputation.

You will join a growing abuse-desk team to analyze and mitigate spam and abuse attacks. This will involve working with sophisticated anti-spam and anti-abuse systems, including machine learning solutions.

Your work will directly improve the user experience and digital security of millions of people around the world. No domain knowledge or prior experience is required but you should have a technical background in data analytics, software engineering, or other STEM fields.

What you will do

- Analyze results from our Anti-Spam and Anti-Abuse systems

- Craft and optimize rules to prevent Abuse and Spam

- Work with Machine Learning Engineers to test and improve current and future models

- Test critical systems, monitor and help troubleshoot Anti-Abuse and Anti-Spam systems

- Suggest and work with Anti-Abuse Engineers on developing new tools

- Protect users against various attacks and prevent compromised accounts

- Collaborate with teammates on different continents to provide 24/7 coverage

Job requirements

- Excellent English communications, both written and spoken

- Experience performing data analysis (preferable but not limited to electronic communications, anomaly detection or fraud prevention)

- Experience with Regular Expressions will be a plus

- Interest in Digital Security and Internet technologies will be a plus

Why you should join Proton

- We work on interesting, challenging problems every day. There is never a dull moment.

- Our startup culture means everyone's opinion matters. You can have a significant impact.

- Our rapid growth means there are many opportunities for advancement.

- The chance to do something meaningful. Proton products protect dissidents, journalists, and activists. Our work saves lives.

- Be part of something bigger. Millions of people and businesses around the world have embraced our idea of an Internet where privacy and security are the default. Join the privacy revolution that is changing the world.