

Hi everyone, today we are joined by one and only Jenny Radcliff! If you are wondering who she is, well I am going to read to you what her website says:

She is a burglar for hire, a professional con-artist, and an expert in Non-verbal communications, deception and persuasion techniques, she is an ethical Social Engineer, a “people hacker” hired to smash security measures, using psychology, con-artistry, subliminal linguistics, cunning and guile.

You are one very very interesting human being, and I must admit that you are one of the few person who needs a wikipedia page!

I mean your background is that you have Bachelor's degree in the English language and literature 1995, that you have studied MBA (A Master of Business Administration) and that you have studied Chinese Supply Chains. **In 2013 you have founded the company called Human Factor Security . Not long after (2016) you have started the The Human Factor Podcast (which is phenomenal by the way !) which has got the award for European Best Security Podcast at the European Blogger Awards in 2018 . So all in all you are one very successful woman ! Now that is why we have some questions for you:**

1. What does your job involve? For those who hear from you for the first time.

So my job involves social engineering without tech, including physical infiltrations, vishing and phishing work, as well as investigating insider threats and fraud within client companies, and analyzing behaviour.

I also speak about this at conferences and corporate events and do both awareness training to prevent businesses and individuals being socially engineered by malicious individuals, as well as teaching some parts of the skills to a few students.

2. How did happen for you to get in to the Security ? Especially SE ?

I had a lot of older male cousins when I was younger who were into urban exploration and looking around abandoned buildings, they also did some security work in the nearby city working in clubs etc. They taught me some basic things and I picked up a lot of my knowledge on the job and working with them, although I would not have called it social engineering at the time. After that I was self taught and worked with people from whom I learnt a lot.

3. Since learning about SE, did and how did your view of the world changed ?

Well, I felt I'd always done it so not really, although I do look at things differently and am aware that most people would be horrified at what I do. The thing that changed my view of the world more was being able to read people's body language and analyse their speech. That changes everything as you tend to see what people are really like.

4. Which skills would you say does a successful SE require ?

You have to be flexible in your approach and be prepared to change your plans on your feet. It's important to have a strong work ethic as you should do a lot of research and it is very hard work a lot of the time. You should enjoy studying and feel as if you never know everything. You should not get scared too easily and should be someone who looks at problems in many different ways.

5. What skills are you looking when hiring someone ?

As for Q4 as well as stamina. It's very hard work and not for everyone. I also would never hire someone who cannot keep secrets or shows off.

6. Beside psychology, what else knowledge is most usefull in a job of Social Engineering ?

The most useful thing of all is an interest in other people. Ultimately, you should find people fascinating and want to work with them. You should not be mostly interested in yourself but others.

7. How would you recommend someone he could practice SE in every day to day life?

I wouldn't really suggest that we try and manipulate or control people every day, but it is useful to learn to observe people every day and look at how they behave. You should watch people and learn from their behaviour.

8. What would you say is the biggest success in your career?

I have helped law enforcement with some cases they were working on that were very important. That would be my biggest success.

9. What is a good tip for someone who is just starting to learn SE and want to do it like job?

Learn all you can and don't get carried away with the fun side of the job. Remember you need good people skills as well as technical expertise and focus on ways to show that on your resume.

10. Do you look at SE more as science or art ?

The way people behave and react to things can be predicted with psychological and anthropological study that is the science, but everyone is an individual as well. Working with the individual is the art.

11. In your opinion, which is more important: having relevant certs, or knowing right people ?

In my opinion, having the right attitude is the most important thing and matters more than both of these. You should be looking to help people rather than manipulate them and be willing to work hard. These things will get you further than certs or anything else.

12. What course would you take if you are starting right now?

I'd probably take something that taught me some basic tech skills as I work with people and don't have much of those.

13. What resources do you recommend for beginners?

Take a course on basic psychology and ethics, find out who you want to be first and what impact you want to have on the world. Don't go for the powerful tools without knowing what you want to do with them.

14. How do you think the interes for SE will change in few years ?

People will always be interested in social engineering, although they might start calling it by another name soon, because it concerns them. It concerns people. If everything else in this world burned to the ground and there was no tech, whatever humans were left would sooner or later S E each other.

15. Do you have any stories where on the engagment someone recognised you ?

I was recognized by a client employee on a pentest because she had been to the debrief I gave the year before after getting into their building. She assumed I was there to do an update, rather than another test, and say "hi" but didn't stop me.

16. How do you like to use smoke bombs on engagements ? (this is members question)

They provide a distraction. If you set one off everyone runs to see where the fire is, even though there isn't one. It's a distraction and gives you time to escape.

17. Of the many things you do, which one makes your heart beat faster?

Walking around on top of high buildings, although I don't mind this one really. I hate guard dogs though.

18. You have been interviewed so many time, what is one thing or question that you wished someone have asked you but never did?

I guess no one really asks me about what it cost me personally to get to this point, I'll write that in my book as it's a long answer.

19. What is you favorite part in you work? What is the least favorite ?

The answer to both parts of this question is the same. The people I work with.

20. Where can people find you ?

I'm easy to find on Twitter @Jenny_Radcliffe People Hacker, and all over social media as the same. The website is humanfactorsecurity.co.uk