

Curriculum Vitae

PERSONAL INFO

Bram Admiraal
DoB: October 1997
Location: Sofia, Bulgaria
Gender: Male

Interactive web version of the CV: www.bramadmiraal.cv
Linked-in: <https://www.linkedin.com/in/bramadmiraal/>

WORK EXPERIENCE

November 2023 to Present
Customer Service Representative – Holland Casino Online
Playtech Managed Services

- *Resolving player issues involving accounts, payments, bonuses, and promotions while ensuring compliance with gaming regulations.*
- *Assisting managers with daily operations and stepping into supervisory duties during absences.*

March 2023 to October 2023
Customer Service Representative – Meta CD
Teleperformance Portugal

- *Supporting advertisers with campaign optimisation, troubleshooting technical/billing issues, and ensuring policy compliance.*
- *Collaborating with technical teams to resolve escalated cases efficiently.*

August 2022 to March 2023
Quality Analyst – Meta GPAC
Teleperformance Portugal

- *Auditing agent–client interactions, preparing detailed reports, and delivering performance feedback.*
- *Presenting weekly team performance insights and supporting quality calibration sessions.*

December 2019 to August 2022
Customer Service Representative – Footlocker

Teleperformance Portugal

- *Managing customer inquiries on orders, returns, and product issues across multiple channels.*
- *Assisting in onboarding/training new staff to maintain service standards.*

February 2019 to December 2019

Technical support – Volkswagen

Teleperformance Greece

- *Handling vehicle-related inquiries, related to the car's infotainment systems.*
 - *Processing back-office tasks and liaising with authorised dealerships.*
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MY CHARACTERISTICS & STRENGTHS

Attention to Detail – *Spotting small errors in customer info or transaction patterns before they turn into big problems.*

Data Accuracy & Record-Keeping – *Keeping spotless records that meet compliance standards.*

Investigative Mindset – *Digging into issues to find root causes, whether it's a billing error or suspicious activity.*

Risk Awareness – *Recognising red flags in behaviour or documentation.*

Communication Skills – *Explaining complex rules to customers or summarising findings for compliance teams.*

Problem-Solving – *Quickly assessing situations and choosing the right action under pressure.*

CERTIFICATES *(Certificates are displayed on the interactive CV website)*

- Anti-Money Laundering Concepts: AML, KYC and Compliance
- The Complete AML & KYC Compliance Masterclass
- The ABCs of the Banking and Insurance Business AML, KYC, the NAIC, IFRS, and More
- Cybersecurity Foundations Governance, Risk, and Compliance (GRC)
- Finance Foundations Risk Management
- Introduction to Risk Management
- Insider Threat Risk Management
- Leveraging AI for Governance, Risk, and Compliance

EDUCATION

ROC van Twente - Hengelo OV

IT level 4 (1st year completed)
2015 to 2016

Scholings Boulevard – Enschede

Preparatory education
ICT VMBO-K (diploma obtained)
2012 to 2015

ABOUT ME

I'm Bram from the Netherlands, with international experience in telecommunications as a Quality Analyst and Customer Service Representative, and I'm now transitioning into AML, KYC, and CDD work.

I've developed a sharp eye for detail, improving project quality, and developed strong communication skills while delivering exceptional customer service. I enjoy tackling unique challenges and finding creative solutions that boost satisfaction.

Outside of work, I love concerts, festivals, and exploring new cuisines. Driven and passionate, I always look forward to new opportunities.