

Curriculum Vitae

PERSONAL INFO

Bram Admiraal

DoB: 01-10-1997

Location: Sofia, Bulgaria

Gender: Male

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Interactive web version of the CV:

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.*

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

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

Anti-Money Laundering Concepts: AML, KYC and Compliance.

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, And I always look forward to new opportunities.