

# Curriculum Vitae

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## PERSONAL INFO

Bram Admiraal  
DoB: 01-10-1997  
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Gender: Male  
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Interactive web version of the CV: [www.bramadmiraal.cv](http://www.bramadmiraal.cv)  
Linked-in: <https://www.linkedin.com/in/bramadmiraal/>

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## 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.*

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**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
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## **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

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## **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.