

Curriculum Vitae

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

WORK EXPERIENCE

January 2026 to Present **Generative AI Bot Specialist – Holland** **Casino Online**

Playtech Managed Services

- Design and optimize AI-driven chatbot experiences by translating business policies, processes, and real user behavior into structured conversation flows, playbooks, and knowledge frameworks.
- Refine prompts, manage knowledge ingestion, and continuously improve performance using conversation analytics, quality insights, and data-driven iteration.
- Lead reporting and performance analysis initiatives, presenting insights and improvement strategies in regular stakeholder meetings to ensure compliance, accuracy, and customer-centric outcomes

November 2023 to January 2026 **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 dealership



MY CHARACTERISTICS & STRENGTHS

Precision & Analytical Thinking –

Identifying subtle gaps in conversation flows, prompt logic, or knowledge structures before they impact user experience or compliance.

Data Integrity & Knowledge Structuring

– Maintaining clean, well-structured datasets and documentation to ensure accurate AI responses and consistent performance.

Systems & Root-Cause Mindset –

Analyzing chatbot behavior and conversation data to uncover underlying issues in logic, prompts, or training material.

AI Risk & Compliance Awareness –

Recognizing potential hallucination risks, regulatory sensitivities, and edge cases in automated interactions.

Stakeholder Communication –

Translating complex AI logic, performance insights, and technical findings into clear updates for business and compliance stakeholders.

Structured Problem-Solving –

Rapidly assessing conversation breakdowns or performance drops and implementing data-driven improvements.

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

