

BISHWAS THAPA MAGAR

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Work Rights: Full Work-Right with no restriction

PROFESSIONAL SUMMARY

High-performing Customer Service Advisor with three years of frontline wagering operations experience across Bet365 and Sportsbet, operating in high-pressure, fast-paced environments with complex customer, market, and product interactions. Demonstrated capability in bet settlement interpretation, market rules comprehension, risk awareness, and analytical issue resolution.

I bring a strong passion for sports, a proactive learning mindset, and proven operational discipline that aligns directly with the foundational competencies required in trading, pricing, and market management. Known for my ability to absorb complex information quickly, communicate with precision, and maintain focus under pressure, I am now seeking to transition into a Junior Trader role where I can leverage my operational insights to support pricing integrity, market monitoring, and risk management.

Key Skills & Capabilities

- **Sports & Racing Knowledge:** Deep understanding of betting markets, rules, bet types, settlement logic, and customer behaviours across Australian wagering platforms.
- **Analytical Thinking:** Strong numerical reasoning, pattern recognition, and problem-solving mindset essential for price sweeps, liability control, and market monitoring.
- **Operational Accuracy:** Proven track record of working with high-volume customer queries, real-time issue resolution, and adherence to compliance and regulatory frameworks.
- **High-Pressure Performance:** Experience in live-event environments requiring rapid decision-making, multitasking, and prioritisation.
- **Cross-Functional Communication:** Skilled in articulating detailed market queries, escalating trading-related issues, and collaborating effectively with product, fraud, and risk teams.
- **Customer-Centric Judgement:** Ability to interpret market discrepancies, settlement concerns, and user behaviour trends from frontline interactions.
- **Technical Tools:** Zendesk, Slack, Microsoft Teams, internal trading & settlement systems, CRM platforms, GA4, and basic SQL/Excel.
- **Can-Do Attitude & Curiosity:** Self-driven learner with an interest in trading analytics, market modelling, and continuous improvement.

Professional Experience

Bet365 – Customer Service Advisor

Jan 2025 – Present | Darwin, NT

A global leader in sports betting and responsible gambling.

Key Achievements & Responsibilities

- Resolved high-complexity customer enquiries related to **settlements, market rules, bet delays, live betting behaviours**, and account-specific actions.
- Developed strong working knowledge of **market mechanics**, including price movements, line adjustments, abandoned/void rules, and dead-heat calculations.
- Acted as a frontline escalation point for **trading-related queries**, recognising risk signals, unusual betting patterns, and potential integrity issues.
- Managed time-sensitive interactions during **live sports trading windows**, maintaining accuracy under pressure.
- Collaborated with internal teams (Trading, Fraud, Payments, Risk) to ensure consistent and compliant market outcomes.
- Delivered empathetic, clear, and precise communication across phone, chat, and email channels.

Sportsbet – Customer Service Advisor

Mar 2023 – Jan 2025 | Melbourne (Remote/On-site)

Australia's largest online wagering operator.

Key Achievements & Responsibilities

- Managed high-volume customer operations across racing and sports markets, including settlement reviews, bonus bet eligibility, rule clarifications, and technical troubleshooting.
- Proactively supported Trading and Risk teams by escalating discrepancies in **odds, liability exposure, suspicious activity**, and settlement anomalies.
- Built detailed understanding of **parimutuel markets**, fixed odds pricing behaviour, protest outcomes, scratching impacts, and racing regulations.
- Demonstrated composure and accuracy during peak traffic events (Spring Carnival, AFL Finals, boxing & UFC events).
- Strengthened customer experience by providing clear guidance on complex bet types such as **Same Game Multi, Power Play, Line/Total markets, Futures**, and exotic racing markets.

IT Support & Deployment Officer – AFL NT (Contract)

Darwin, NT | Nov 2024 – Jan 2025

- Assisted with equipment deployment and system configuration across regional offices.
- Supported logistics and inventory tracking for new hardware rollout.

IT & Data Support – BlueCross Highgrove

Melbourne, VIC | Apr 2022 – Feb 2023

- Provided end-user support and ensured smooth technology operations across departments.
 - Monitored and reported data trends to improve service delivery and resource allocation.
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Relevant Strengths Aligned to Dabble's Trading Team

- Market Insight From the Ground Up: Daily exposure to real customer behaviour, edge-case market issues, and settlement escalations provides a unique operational perspective valuable to pricing integrity.
 - Risk & Liability Awareness: Experience identifying irregular betting patterns and understanding how liabilities materialise from user activity.
 - Fast Learning Curve: Demonstrated ability to master new systems quickly—critical for Dabble's multi-market trading environment.
 - Cross-Office Collaboration: Experienced in communicating with distributed teams through Slack, Teams, and structured handovers—aligned to Dabble's remote-first culture.
 - Culture Fit: Naturally social, collaborative, and idea-driven; comfortable sharing insights openly, aligning with Dabble's values of Fun, Evolutionary, Community, Focus, and Celebratory.
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Education

Master of Information Technology (Software Engineering)
Charles Darwin University | 2024

Bachelor of Computer Systems & Software Engineering
University of Bedfordshire | 2022

Additional Skills

- Data interpretation through Excel, including basic formulas, filters, and pivot table familiarity
 - Introductory exposure to analytics and modelling concepts from IT coursework
 - Strong understanding of AML/responsible gambling environments
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Referees : Available on request.