

ANTHONY

Operations & Tech Support Specialist

Cape Town, South Africa

RooCruit

PROFESSIONAL SUMMARY

High-impact Operations and Tech Support Specialist with over 5 years of experience across FinTech and Enterprise Hospitality Technology. Proven ability to manage high-stakes environments, including processing €50M in monthly transactions and overseeing 40+ concurrent client accounts for major global brands. Expert in bridging the gap between complex software systems and international stakeholders to drive operational efficiency.

KEY SKILLS

- Account Health Monitoring
- Technical Troubleshooting
- SaaS Optimization
- SEO & Digital Marketing
- Payment Gateway Operations
- Fraud & Chargeback Management
- Root Cause Analysis
- Microsoft Excel & Data Interpretation

PROFESSIONAL EXPERIENCE

Payment Operations & Client Support

06/2023 - 09/2025

International FinTech & iGaming Payment Provider

- **Account Management:** Acted as primary technical point of contact for 40+ high-volume client accounts, ensuring seamless payment processing and system integration.
- **Scale & Impact:** Managed a payment gateway processing €50M monthly, implementing routing optimizations that increased transactional efficiency.
- **Dispute & Fraud Specialist:** Directed chargeback management and fraud detection protocols, significantly reducing financial loss and improving "win rates."
- **Leadership:** Served as Secondary Team Lead; authored the internal "Client Support Playbook" used to standardize onboarding for the global operations team.

Digital Marketing (Freelance)

05/2022 - 02/2026

Independent Web & SEO Consultancy

- Designed and launched professional websites for diverse industries including medical practices, hospitality, and creative studios.
- Implemented comprehensive on-page SEO strategies including keyword optimization, meta descriptions, and content structuring.
- Improved client search visibility and local search targeting to enhance online presence.
- Managed ongoing maintenance, structural improvements, and mobile optimization performance.

Enterprise Technical Support Specialist

10/2019 - 04/2022

Global Hospitality Technology Solutions Firm

- **Enterprise Support:** Provided high-level technical support for global hospitality leaders, including Hilton, Marriott International, IHG, Radisson, and Wyndham.

- **Data Interpretation:** Analyzed large volumes of guest behavioral and transactional data to resolve complex system issues and provide actionable insights to hotel stakeholders.
- **SaaS Optimization:** Partnered with Product and Engineering teams to escalate bugs and refine software features based on feedback from enterprise-level users.
- **Dashboard Management:** Monitored system performance and data reliability across global hotel networks to ensure 24/7 operational continuity.

CERTIFICATIONS

Digital Marketing Certification – Fundamentals of Digital Marketing (Google)

Fraud Management & Anti-Money Laundering Diploma

GDPR & Data Protection Diploma

ISO 20022 Essentials

EDUCATION

Bergvliet High School, Cape Town, South Africa

Senior Certificate | 2018

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