

# PIERRIC GALTIER

## Fraud & Payment Manager and MLRO

### CONTACT

Mobile: (+356) 7984 3965

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Seacrest Block B, Flat 15  
Triq Porzjunkola - Qawra  
Malta.

### SKILLS

- Flexible, detail-oriented & independent
- Very familiar with Gaming legislation within the European markets
- Monitoring & Investigating Fraud
- Document authentication
- Handling chargeback disputes
- Prevention of Fraud, using Anti-Fraud tools (Iovation, Threatmetrix)
- Microsoft Office

### PROFILE

I am a Fraud & Payment Manager with a demonstrated history of working in the online Gambling & Casinos industry, who is expertly skilled in Account Management & Anti-Money Laundering.

Also, I have over 9 years of experience in fraud detection and payment systems within different fields such as: online Poker and Casino, online betting and PSP. Moreover, I strongly believe in teamwork and collaboration and have the ability to make quick decisions whilst working under pressure and am very capable of producing recommendations based upon core findings.

### EXPERIENCE

02/05/2016  
To Current

#### Fraud and Payment Manager & MLRO

| Delta Services Ltd – Sliema (Malta)

- Processing all the payouts of the company (12 different Casinos) with the necessary checks carried out (wagering, payment methods used, KYC, ...)
- Screening all the players for potential PEP / Sanction + investigating any suspicious activity
- Creating procedures / reports to be able to identify any possible fraud on our brands
- Daily, weekly and monthly monitoring any fraudulent activity
- Up to date with all the AML/CFT regulations (MGA / SGA)
- Updating and applying all the procedures related to AML/CFT within the group

16/08/2014  
To 29/04/2016

#### Fraud Analyst

| Syspay Limited / DNX Networks – St. Julians (Malta)

- Analysis of high-risk purchases/transactions
- Monitoring payment systems to ensure fraud rules and transaction processing are achieving the goal of reducing chargebacks whilst not compromising the business' ability to trade
- Chargeback management
- Managing Fraud engine
- Assist in analyzing new fraud tools and payment methods
- Review application of new merchants by investigating companies, working closely with Compliance department to reject or accept

01/10/2012  
To 04/08/2014

#### Fraud and Payments Analyst

| BetClic Everest Group– Sliema (Malta)

- Performing KYC checks on users in compliance with the respective regulatory governing bodies
- Deliberating over users statuses according to their level of risk.
- Monitoring of deposits, withdrawals, registrations and operations
- Monitoring accounts and operations for collusion, credit card fraud, bonus abuse and identity theft

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## INTERESTS

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- Travelling
- Bodyboarding
- Snowboarding
- Freediving
- Cross Fit

## EXPERIENCE

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08/2011  
To 10/2012

### Customer Support Agent

| BetClic Everest Group– Sliema (Malta)

- Handling customer queries via Telephone, email and livechat
- Assisting customers with financial or functional and technical problems
- Responsible for being informed on recent promotions, competitions and special offers to be able to efficiently assist customers
- Creating and maintaining template email responses to frequently asked
- Assisting the Risk, Fraud and Payments Departments with fraud checks and processes, documents verification
- Assisting with marketing campaigns, promoting relevant events to customers

05/2011  
To 08/2011

### Customer Support Agent

| Chilipoker (Chilipay Limited) – Sliema (Malta)

- Assist French and English players through email, live chat and phone
- Managing alerts in relation to deposits
- Monitoring players activity to detect collusion / chip dumping, taking measures to prevent fraudulent activities
- Documents verification

06/2009  
To 12/2010

### Gap year

| Working Holiday Visa – Margaret River (Australia)

- Vineyard Worker at Vasse Felix - Western Australia

11/2005  
To 12/2007

### Store Manager

| Paraboot – Aix en Provence (France)

- Responsible for selecting new seasonal collections and placing orders
- Key sales person within the store, building customer relationship to increase return clientele
- Responsible for store merchandising and promotions
- Inventory control
- Training of new sales staff

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## EDUCATION

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2003  
To 2005

### **M.S.C. in Trade**

| ESICAD Business School – Montpellier (France)

- International Business and Trade, Computing and Marketing, Advanced English

2001  
To 2003

### **Diplôme in Marketing Techniques**

| Université de La Garde (France)

1999  
To 2001

### **Bac S.T.T. (Specializing in Communication and Business)**

| Lycée Marie-France – Toulon (France)