

Richard Angapin

GTM Engineer

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Customer support specialist with 15 years helping users succeed across MarTech B2B SaaS and iGaming platforms, including 9 years at PokerStars. Currently completing Clay Bootcamp certification to transition into GTM engineering. Combines deep understanding of customer pain points with technical troubleshooting skills (API tools, database queries, workflow optimization). Experienced working fully remote across multiple time zones.

EXPERIENCE

Technical Support Specialist

Quable • 2023 – 2025

- Analyze, reproduce and qualify technical issues reported by clients
- Escalate unresolved issues to relevant teams using Intercom, Slack and Jira
- Contribute to updating, reviewing, and drafting documentation, processes and FAQs

Customer Support Specialist

ROI Hunter • 2022

- Provided professional first technical point of contact for clients
- Diagnosed and troubleshot issues using database queries and API tools
- Escalated unresolved issues to appropriate internal teams

Support & Responsible Gaming Specialist

Run It Once Poker • 2019 – 2022

- Supported players via email regarding issues related to poker application
- Assisted teams with queries regarding responsible gaming practices
- Reviewed player KYC documentation as per country licensing requirements

Responsible Gaming Specialist

PokerStars • 2016 – 2019

- Reviewed player behavior and acted according to relevant procedures
- Provided training and mentoring to colleagues and management
- Suggested improvements to existing policies and procedures

Customer Support Specialist

PokerStars • 2010 – 2016

- Investigated, diagnosed, troubleshot and identified solutions to customer issues
- Stayed up-to-date with guidelines, policies, and procedures
- Worked closely with internal teams including marketing, product, security and payments

COMPETENCIES

GTM & Technical

- Clay Bootcamp (in progress)
- Database Queries
- API Tools
- Workflow Optimization

Soft Skills

- Communication
- Empathy
- Resilience
- Teamwork

EDUCATION

2025 – CompTIA Security+ Certification

2020 – BSc Web Development, Communication, and E-learning – Strasbourg University