

From the front line to the operating system.

Technical process leadership grounded in customer operations, fraud prevention, regulated delivery, and cross-functional execution.

TYLER CASSAR / TECHNICAL PROCESS MANAGER
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2024 TO NOW	COMEON GROUP Technical Process Manager Owns incident response processes and supports an Atlassian estate serving 650 users. Leads a team of two Technical Project Managers coordinating company-wide technical delivery.
2021 TO 2024	COMEON GROUP Technical Compliance Analyst Translated regulatory requirements across Denmark, the Netherlands, Germany, Malta, and Ontario into actionable product documentation and delivery support.
2019 TO 2021	LV BET Fraud Specialist Investigated bonus abuse and affiliate fraud, flagged high-risk accounts, documented cases and procedures, and collaborated across affiliate, casino, sportsbook, payments, and risk teams.
2018 TO 2019	LV BET Customer support, payments & fraud leadership Led customer support operations while taking on acting management and payments and fraud team leadership. Managed quality, training, KPIs, chargebacks, complaints, AML guidance, and GDPR procedures.
2018	LV BET Payments & Fraud Analyst Monitored transaction risk, detected fraudulent patterns and bonus abuse, managed KYC verification, processed withdrawals, and supported responsible gambling prevention.
2017 TO 2018	NEXUS GAMING INTELLIGENCE Customer Experience Agent Supported two casino brands across phone, chat, and email, handled VIP and responsible gaming escalations, and created crisis scripts aligned with UKGC and MGA requirements.

2016 TO 2017

BETFAIR

Customer Experience Agent

Supported sportsbook, exchange, casino, and poker customers, guided newer agents as second-line support, and contributed to responsible gaming integration after the Paddy Power Betfair merger.
