



# ERIC DELHOULLE

## iGaming Account & Casino Operations Specialist

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📍 Liège, Belgium | **Available for relocation - Open to regular travel**

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iGaming operations and provider management professional with experience in technical account management, casino operations, promotional strategy, and platform coordination across regulated markets. Strong background in provider relations, performance analysis, and data-driven operational decision-making.

## EXPERIENCE

### Online Casino Coordinator (Casino Operations & Provider Management), GAMING1

Jun 2022 - Present

Joined the newly rebuilt casino department during a transitional period and progressively evolved from casino operations and game testing toward provider management and strategic casino operations. In 2023, I was assigned to the Portuguese market, where I collaborated closely with the local casino team to improve promotional capabilities, provider relationships, and platform attractiveness. Following iGB Amsterdam, I built a strategic roadmap for Portugal's casino evolution, leading to the successful implementation of new promotional mechanics and stronger provider collaboration throughout 2024.

#### Key Achievements

Built and executed a strategic casino roadmap for the Portuguese market after iGB Amsterdam 2023

Improved provider collaboration through direct operational groups involving providers and local casino teams

Coordinated discussions around positioning, GGR incentives, exclusivities, and market performance trends

Designed and implemented a Pre-Integration Checklist reducing onboarding friction during integrations

Improved cross-team communication through structured alignment and documentation processes

Successfully coordinated multiple provider integrations and releases across casino operations

Casino Operations • Provider Account Management • Promotional Strategy • Player Retention • Provider Integrations • Market Coordination • Relationship Management • Casino Product Knowledge • Operational Strategy • Cross-team Collaboration • Promotional Campaigns • Provider Performance Monitoring

### Technical Account Manager (Platform Product, B2B), GAMING1

Dec 2017 - Jun 2022

Joined GAMING1 as a Technical Account Manager assigned to Circus Belgium, the company's main operation. Leveraging my technical and entrepreneurial background, I helped improve backlog organization, cross-team coordination, and delivery processes during the transition from waterfall to Agile methodologies. My role progressively evolved toward operational and commercial Account Management for Golden Vegas and Joabet, where I developed expertise in provider relations, promotional mechanics, and player engagement.

B2B Account Management • Stakeholder Alignment • Provider Relations • Casino Operations • Agile Collaboration • Release Coordination • Promotional Operations • Jira & Wrike • Workflow Structuring • Cross-functional Communication • Platform Operations • Product Coordination

## LANGUAGES

- French (C2)
- English (C1)

## SKILLS

- Account & Partner Management
- Stakeholder Management
- KPI Monitoring
- Agile/Scrum
- Project Delivery
- Risk & Timeline Management
- API & Platform Integrations
- Multi-brand Operations
- Jira
- Process Improvement
- Incident Management
- Documentation

## **Product Manager / Digital Coach WONDERDIGIT {Freelance}**

**Jan 2014 – Present**

- Built and managed a digital services business delivering web, hosting, and digital solutions.
- Provided IT hosting services for client websites, ensuring reliability and performance.
- Delivered training to business owners to help them manage, update, and optimize their websites.
- Secured €100K funding and led cross-functional teams on digital projects.

## **Web designer Freelance & Email Marketing Consultant EMLDESIGN {Freelance}**

**Jan 2008 - Jan 2023**

- Delivered web and email marketing solutions focused on engagement and conversion.

## **Creative Coordinator, BUZZPACK {Freelance}**

**Jan 2013 - Jan 2015**

- Ensured team alignment, delegated tasks, and removed blockers to maintain delivery flow.

## **EDUCATION**

- **ITA Education Group**

**2025**

Certificate of Completion – PMP Certification Exam Prep

- **ULG-HEC & UMONS**

**2014 - 2015**

University Certificate, Leading Disruptive Innovation

- **HEC-ULg Management School**

**2012 - 2013**

University Certificate - Team Leadership

- **HEC-ULg Executive School**

**2011 - 2012**

University Certificate - "Let's Go to Business", Innovation and Entrepreneurship

- **Bachelor's Degree in Computer Graphics Design (Webmaster)  
HEPL, High School of Applied Sciences, Liège, Belgium**

**2003 – 2006**

## **CERTIFICATIONS AND LICENSES**

- Certified ScrumMaster® (CSM®) – Scrum Alliance (2023)
- Atlassian Pro Skills Badge – Jira Essentials with Agile Mindset (2023)