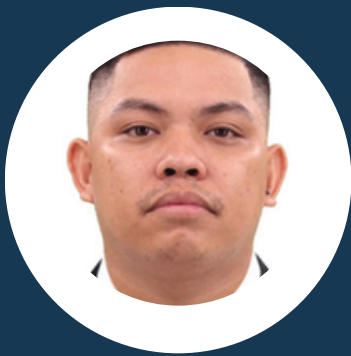




EMARD TROCIO

SPORTSBOOK OPERATIONS SPECIALIST | LIVE TRADER | BET SETTLEMENT ANALYST

Experienced sportsbook and betting operations professional with over 6 years of experience in live trading, bet settlement, sportsbook support, and risk monitoring within the online gaming industry. Strong background in live football event monitoring, odds compilation, betting pattern analysis, customer support, and operational accuracy in high-pressure environments. Recognized for analytical thinking, fast decision-making, and excellent communication skills.

CONTACT

📞 09171096788

✉ emard22trocio96@gmail.com

📍 Pakigne, Minglanilla Cebu

EDUCATION

2013 - 2017

CEBU NORMAL UNIVERSITY

- BACHELOR OF SECONDARY EDUCATION MAJOR IN MATHEMATICS

SKILLS

- Sportsbook Operations
- Live Betting & Trading
- Bet Settlement
- Odds Compilation
- Risk Management
- Betting Pattern Analysis
- Live Event Monitoring
- Customer Support
- Fraud & Risk Awareness
- QA Testing
- Analytical Thinking
- Attention to Detail
- Problem Solving
- Time Management
- Communication Skills

LANGUAGES

- English (Fluent)
- Filipino (Fluent)

PROFESSIONAL EXPERIENCE

The Abba's Orchard School

Montessori Guide

JUNE 2025 - PRESENT

- Facilitates engaging and student-centered learning environments using Montessori principles.
- Supports individualized learning and student development through structured classroom guidance.

Odds AI

JUNE 2022 - MAY 2025

Bet Settlement Moderator

- Monitored live football matches and settled sportsbook events in real time with a high level of accuracy.
- Specialized in handling VAR-related incidents and fast-paced live betting scenarios.
- Ensured timely settlement of betting markets while maintaining operational integrity and compliance.
- Worked under pressure while maintaining strong attention to detail and quick decision-making.

WorldRemit

AUGUST 2021 - JUNE 2022

Operations Executive

- Assisted reconciliation teams in resolving disputed transactions and operational imbalances with accuracy and efficiency.
- Reviewed transaction records and investigated discrepancies within high-volume financial operations.
- Identified friction patterns and contributed process improvement ideas to enhance operational efficiency.

CrackMyBookie

DECEMBER 2019 - JULY 2021

Customer Support / QA Tester

- Assisted sportsbook customers via chat, email, and phone support regarding deposits, withdrawals, and account-related concerns.
- Resolved customer issues efficiently while maintaining a professional customer experience.
- Performed front-end QA testing to identify platform issues and improve usability.
- Managed multiple responsibilities simultaneously in a fast-paced sportsbook environment.

RWB Smart Solutions International

MAY 2017 - DECEMBER 2019

Junior Sports Trader

- Compiled and adjusted pre-match odds while conducting live trading and real-time sports event monitoring.
- Analyzed customer betting patterns and market activity to support risk management and minimize company liabilities.
- Settled wagers accurately while maintaining sportsbook operational standards in a fast-paced betting environment.