PANTELIS THEOCHARIDES

Senior Product Manager — Risk & Fraud | iGaming & Sports Betting
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SUMMARY

Risk Product Manager with 20 years in sports betting and iGaming, from the trading floor to product leadership. Started as a trader and odds compiler, moved into trading analysis and product management at Playtech, and now own the Risk Management System at B2Tech across sportsbook, casino, payments and bonus risk. Specialise in fraud and bonus abuse detection, player risk scoring and alert automation, including mobile-first African markets. Fluent in Greek and English.

CORE SKILLS

Risk & Fraud: bonus abuse detection, player risk scoring, alert and rule design, risk-based KYC/AML, sportsbook liability and limits, payments risk

Product: roadmapping, discovery, specs and acceptance criteria, B2B platform and back-office tooling, CRM, promotions and gamification

Tools: Jira, ClickUp, Figma, Notion, Power BI, Tableau, Excel · AI: Claude, Lovable (prototyping) · Betting: Betradar, Betgenius, Runningball, Right Price

PROFESSIONAL EXPERIENCE

B2Tech April 2026 – Present

Senior Product Manager — Risk Systems

Product owner for fraud and risk systems on a B2B omnichannel iGaming platform (sportsbook, casino, payments, CRM, back office), serving operators in mobile-first markets with USSD, retail agent and mobile-money channels.

- **Central risk coverage:** consolidated risk monitoring for all 27 brands onto one central RMS (up from 4 in July), handling 73K+ alerts in Q3 with 99.9% closed.
- **Faster reaction:** cut typical alert review time from ~7 hours to ~1 hour within one quarter.
- **Less noise:** weekly alert volume down ~80% from the September peak (18.7K → 3.9K) following rule tuning.
- **Legacy migration:** moved legacy email alerts into RMS with role-based access and a full audit trail (5.5K+ alerts a month).
- **Payments risk:** migrated the 5 core payment alert rules from legacy code into RMS; they now drive 63% of all alerts.
- **Alerts UI:** delivered a new alerts workspace with filtering, sorting and bulk actions; 91% of Q3 alerts were cleared in bulk.
- **Bonus abuse:** launched 4 bonus abuse alerts tailored to mobile-money markets (MSISDN identity, isolated bonus wallets), surfacing 2.5K+ cases in Q3.
- **Risk scoring:** defining a hybrid model of rules plus behavioural player risk scoring across money movement, casino, sports, bonus, account linking and account age.
- **Policies & automation:** specifying a Trigger → Condition → Action policy layer with human approval, so Risk Ops can author, action and audit rules without Engineering.
- **Sports limits:** leading the migration of sports authorisation and event limits from legacy SQL systems to a MongoDB-based architecture.

NuxGame May 2023 – March 2026

Product Manager — B2B iGaming Platform (Platform | Casino | Sportsbook)

Owned roadmap and delivery across CRM and affiliate infrastructure, segmentation, GEO/compliance tooling, promotions and gamification for B2B operator clients.

- **Sweepstakes casino MVP:** led a US-compliant sweepstakes vertical on the existing platform: dual-currency wallet (Fun Coins / Gold Coins), compliant provider aggregator, package purchases, KYC/AML-gated redemption and US-only geoblocking, delivered across Users, Bonuses, Payments, Gamification and DevOps teams.
- **Back office:** specified six configurable back-office surfaces: report exports, tags and groups, geolocation panel, content, brand configuration and KYC workflow.
- **Promotions:** designed an Eligible Net Loss cashback model and a rakeback engine bounded by per-currency caps and a house-edge ceiling, with defences against cashback timing and rakeback farming.
- **Gamification:** built a dual-currency achievement system (XP and Shop Points) driven by triggers such as login streaks, turnover, KYC completion and deposit count.
- **CRM & segmentation:** reworked player segmentation to be deterministic and ranked, and specified affiliate and GEO/compliance tooling for operators.

Leap Gaming June 2022 – May 2023

Product Manager — Virtual Sportsbook

- **Roadmap & launches:** owned the virtual sports roadmap across retail and digital, shipping 4+ titles including the officially licensed Euroleague Legends, Football Cup World, Football Streak Champions and a mobile-first basketball title for low-connectivity markets.
- **Analytics:** restructured BI and analytics event tracking to define engagement per product and drive UX decisions.
- **Product sign-off:** owned acceptance across design (Figma), animation, maths and backend (validated through simulation reports) and version releases.
- **Cross-functional delivery:** worked with executive management, sales, operators, trading, maths, animation, development, QA and marketing.

Playtech September 2017 – June 2022

Product Manager — Retail Sportsbook · August 2021 – June 2022

- **Multi-operator retail:** owned the B2B retail sportsbook product for operators including OPAP, Paddy Power and Entain.
- **Product delivery:** produced gap and performance analysis, specifications and acceptance criteria, and managed backlog and roadmap.
- **Integrations & quality:** managed third-party provider integrations and prioritised business-critical bugs.

Trading & Data Analyst · September 2017 – August 2021

- **Risk insight:** monitored betting activity on the PBS sportsbook to identify patterns and harmful business, driving risk management improvements with trading and feed providers.
- **KPIs & reporting:** defined KPIs and built reporting from executive level to operator CRM reports, and evaluated the impact of risk actions.
- **Data quality:** as the PBS data warehouse expert, ran plausibility checks on trading figures and invoices and resolved operator disputes with data.
- **Commercial support:** helped account directors and sales optimise operators' products for local betting behaviour.

Betologic Cyprus November 2015 – September 2017

Senior Sportsbook Manager

- **Client profitability:** managed B2B sportsbook operations (odds, special markets, fixtures) and advised clients daily on short-term profitability and operational challenges.
- **Risk:** ran risk management and fraud checks and identified hedging opportunities.
- **Growth:** promoted products to clients and met prospective clients to grow the business.

OffsideBet August 2013 – November 2015

Senior European Sports Trader

- **Risk management:** monitored bets and account factoring; identified late betting, arbitrage and bonus abuse.
- **Trading:** compiled odds for European and Asian basketball, NBA, and World and European Cups; manually priced and traded basketball, handball and futsal in-running without software, and traded football, tennis, ice hockey and volleyball with automated feeds.
- **Scheduling:** planned the weekly in-running schedule.

Sportingbet October 2006 – July 2013

European Sports Trader

- **Risk management:** 7 years monitoring bets and account factoring; identified late betting, arbitrage and bonus abuse.
- **Trading:** compiled odds for basketball and futsal; manually priced and traded basketball, water polo and futsal in-running.

PORTFOLIO

Case studies and working prototypes at pantelistheocharides.com, built with AI tools: Risk Platform Simulator, Rakeback MVP simulator and PVP Slot Arena.

EDUCATION

MA Communication Studies — Sheffield Hallam University

BSc Psychology — Sheffield Hallam University

LANGUAGES

Greek (native), English (fluent)