

# Richard Angapin

GTM Engineer

richard.angapin@outlook.com • linkedin.com/in/rangapin • Gdynia, Poland

## SUMMARY

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GTM Engineer with a technical foundation built across 15 years in B2B SaaS, MarTech, and iGaming. Combines deep customer intelligence with hands-on outbound systems experience - Clay Outbound Certified, API-literate, and experienced building automated prospecting workflows. Brings the rare combination of customer empathy and GTM engineering craft.

## EXPERIENCE

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### Technical Support Specialist

Quable • 2023–2025

- Diagnosed and resolved complex technical issues for enterprise B2B SaaS clients using API tools and database queries
- Partnered with product and engineering teams to close critical client escalations
- Built and maintained internal documentation, reducing repeat ticket volume

### Technical Support Specialist

ROI Hunter • 2022

- Served as first technical contact for MarTech clients, resolving issues via database queries and API analysis
- Identified patterns in client issues and surfaced product improvement recommendations

### Support & Responsible Gaming

Run It Once Poker • 2019–2022

- Managed high-volume player communications across multiple regulatory jurisdictions

### Responsible Gaming & Customer Support

PokerStars • 2010–2019

- Operated within one of the world's largest online gaming platforms (millions of active users)
- Delivered training and mentoring to colleagues; contributed to policy improvements adopted across teams

## GTM & TECHNICAL SKILLS

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Clay • API Integrations • Database Queries • Workflow Automation • Outbound Sequencing • CRM Operations • Data Enrichment • Webhook Configuration • SQL

## PROJECTS

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### Achilleus (achilleus.so)

Founder • 2025–Present

- Built a SaaS product for website security monitoring from scratch over 7 months
- Designed and implemented automated alerting and monitoring workflows
- Validates product-market fit through structured outbound prospecting using Clay

## CERTIFICATIONS

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Clay Outbound Certified (completing Feb 2026)

BSc Web Development, Communication & E-learning — Strasbourg University (2020)