

Artemijs Samardanovs

Dublin, County Dublin

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Hardworking Customer Service Representative with experience working with international customer base. Trained in project and time management with extensive knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships with clients to increase profitability and drive business results.

Willing to relocate: Anywhere



Work Experience

Tech issues Customer Service Executive

Covalen Solutions - Dublin, County Dublin

February 2021 to Present

Main duties and responsibilities:

- To handle queries via available tools and systems (currently via ticket system), in relation to user Technical and Game support issues, and any other area where support may be required.
- To manage queries end-to-end, providing regular updates to customers if required, and liaising with other partners/providers, where necessary.
- To review logs and look for new or existing bugs.
- To issue refunds when necessary (i.e. technical issue or support loop)
- To pay attention to suspicious activities or contacts
- To proactively contribute to the achievement of agreed Service Levels
- To invoke any Escalation Procedures within defined timeframes, and proactively seek support from senior teams via appropriate methods, as required.
- To perform any other ad hoc tasks as required for the execution.

Account issues Customer Service Executive

Covalen Solutions - Dublin, County Dublin

March 2020 to February 2021

Main duties and responsibilities:

- To handle queries via available tools and systems (currently via ticket system), in relation to user Accounts, handling of Billing questions, Purchase issues.
- To manage queries end-to-end, providing regular updates to customers if required, and liaising with other partners/providers, where necessary.
- To pay attention to suspicious activities or contacts
- To proactively contribute to the achievement of agreed Service Levels
- To invoke any Escalation Procedures within defined timeframes, and proactively seek support from senior teams via appropriate methods, as required.
- To assist with new hire mentoring and integration, as the team grows.
- To perform any other ad hoc tasks as required for the execution.

Took time off work "gap year"

October 2018 to March 2020

Took time off work to travel and explore what Europe had to offer.

Administrator

Lasermass Riga - Riga

October 2016 to September 2018

Main duties and responsibilities:

- Coordinate activities and operations to secure efficiency and compliance to company policies
- Supervise administrative staff and divide responsibilities to ensure performance
- Manage agendas/travel arrangements/appointments etc. for the upper management
- Manage phone calls and correspondence (e-mail, letters, packages etc.)
- Upselling our products(Laser Tag, VR, Event planning)
- Support budgeting and bookkeeping procedures
- Create and update records and databases with personnel, financial and other data
- Track stocks of office supplies and place orders when necessary
- Submit timely reports and prepare presentations/proposals as assigned
- Assist colleagues whenever necessary
- Maintaining a clean and enjoyable working environment
- Repair malfunctioning equipment
- Supervising maintenance work

Education

Professional Diploma in Full Stack Software Development (Remote,Part-time)

University College Dublin - Dublin, County Dublin

May 2021 to Present

Leaving Certificate in Humanitarian

Riga Classical gymnasium - Riga

September 2000 to June 2012

Skills

- Microsoft Office (5 years)
- Administration (2 years)
- Customer Service (3 years)
- Electronics Repair (2 years)
- HTML (3 years)
- CSS (3 years)
- Zendesk (1 year)
- Confluence (1 year)
- Github (1 year)
- Troubleshooting (3 years)

- Online chat and email (2 years)
- Coaching and mentoring (2 years)
- Account management (3 years)
- Technical Support (Less than 1 year)
- Technical documents comprehension (2 years)
- Organization and Time management (3 years)
- Cultural awareness (3 years)

Languages

- Latvian - Expert
- Russian - Expert
- English - Fluent
- Swedish - Beginner

Additional Information

EU Citizen (Latvia)

Secondary phone: +15039022897;

References and recommendations are available on request.