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Robert Stolyar

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Professional Summary:

I have assisted many clients with support requests, issues and questions. Worked directly with customers on solutions, requirements for new features, bugs & feature improvements. Strong product, technical knowledge, communication and organizational skills. Demonstrated ability to work both independently and as part of the team. Talented at educating others on features of software.

Professional Experience:

Customer Success, 2014 - 2018

(bitFit, Campbell, CA)

- Customer on-boarding, training, retention, growth, and satisfaction.
- Promoting a high level of adoption, customer health, and product usage.
- Creating customer heroes & advocates, and working proactively with marketing to tell their story.
- Created and delivered high-quality training on bitFit product features via webinars, group training sessions, and self service resources.
- Providing world class support desk services to the US customer base.
- Identified trends within support enquiries and creating efficiencies to proactively resolve them.
- Effectively collaborated & communicated with key internal stakeholders (such as sales, product, technology, solutions architects & marketing) to ensure continuous improvement for all support related matters.
- Reviewed emails/messages, phone calls, & Jira tickets.
- Replicated/validated any problems & resolved issues.
- Escalated issues to the product manager, & if we both couldn't resolve it it would get pushed to the developers where I prioritized tickets.

Quality Assurance, 2013 - 2014

(bitFit, Campbell, CA)

- Participated in test planning/estimation and create test cases to ensure requirements are met.
- Performed functional, regression, mobile and browser testing.

Tools:

- Jira, Slack, Google Suite. MS Suite

Education:

2013 - 2015

(San Francisco State University, San Francisco, CA)

2010 - 2013

(Skyline Community Junior College, San Bruno, CA)