



# Dachi Kvirikadze

Place of birth: Tbilisi, Georgia | Nationality: Georgian | Phone: (+995) 598187502 (Mobile) | Email address: [kvirikadzedachi1@gmail.com](mailto:kvirikadzedachi1@gmail.com)

## Work experience

**Customer service representative** | Patrianna | Ace | 11/09/2025 - Current | Tbilisi, Georgia

My tenure at Patrianna involved delivering exceptional support across live chat and email interfaces. I was responsible for swiftly resolving customer issues and managing the company's online reputation by responding to Trustpilot feedback in a professional manner. I efficiently utilized essential business tools Zendesk, Monday.com, Slack, Confluence, Retool, and Looker to process service requests, liaise with colleagues, and access necessary data. The role required meticulousness, active listening, and seamless client interactions.

**Customer service representative** | Chilli Partners | 01/02/2024 - 01/06/2025 | Tbilisi, Georgia

Provided player support through live chat and email using LiveChat and Helpdesk platforms. Handled queries related to free spins, deposits, withdrawals, and account verification using Sumsub. Managed technical and account-related issues efficiently, ensuring timely resolution and customer satisfaction. Collaborated with internal teams via Jira for escalations, used Slack for communication, and maintained documentation in Confluence for consistent service quality.

**Customer service representative** | Majorel | 01/09/2023 - 01/12/2023 | Tbilisi, Georgia

Provided customer support for Amazon via chat and email through Zendesk. Assisted customers with order inquiries, delivery issues, and refund requests while ensuring prompt and professional communication. Maintained high service quality and accuracy in resolving customer concerns within company guidelines.

## Language Skills

Mother tongue(s): **Georgian**

	Understanding		Speaking		Writing
	Listening	Reading	Spoken production	Spoken interaction	
English	C1	C1	C1	C1	C1
Russian	B2	B2	B2	B2	B2

## Education & Training

**Bachelor of Science** | San Diego State University | 01/09/2019 - 01/05/2023 | Tbilisi, Georgia

Field of study Computer Engineering