



ALEX DRUSAKOV

COMMUNITY MANAGEMENT,
SUPPORT & CUSTOMER SUCCESS

+972 53-483-87-36

kubkov@gmail.com

Albert Einstein, Haifa

[LinkedIn](#)

[Facebook](#)

ABOUT ME

I'm a data-driven expert in community, support and VIP relations fields with general understanding of product, live operations and social psychology.

EXPERIENCE

10.2021 – 05.2022

Banditos | Tel Aviv, Israel; hybrid

Community Management Advisor:

- Watching over trends in the community to provide feedback;
- Answering questions in public;
- Handling a team of volunteers;
- Writing documents related to product features (in Jira, Confluence etc);
- Polishing Discord and holding real time events (AMAs).

Achievements: as a contractor, I fulfilled goals that were set and helped with some routine tasks. More to that, I was happy to be a part of an Israeli IT start-up as my first local employment.

11.2014 – 07.2021

Zeptolab | Remote

Senior Community Manager:

- Founding of international communities;
- Creating and managing structures of volunteers;
- Performing strategical planning for community development;
- Running VIP relations and VIP support management;
- Solving of critical issues, developing of negative blocking strategies;
- Content planning and event making;
- Working with Live Ops, Game Design and Product managers;
- Running AMAs and discussions in real time using Discord, Telegram.

Achievements: I've improved LTV of dozens VIP clients in several times due to decision making, communication strategy used and networking. A list of community driven features I was driving had been implemented in Zeptolab products with my help, which improved both user experience and revenue.

11.2013 – 08.2014

Nival | Moscow, Russia

Head of Community Management

04.2013 – 11.2013

Pixonix | Moscow, Russia

Community Manager

Companies I also worked with: **Game Insight, Innova, IT Territory.**

SKILLS

- Strong Communication
- Problem-Solving
- Strategic Thinking
- Team-player
- Experience in multicultural communities
- Computer Literacy
- Project Management Tools
- Analytical Tools

LANGUAGES

English – fluent

Hebrew – intermediate

Russian – native

EDUCATION

2022 – **Data-Driven Product Manager**

Go Practice
(Online course)

2021 – **Krav Maga Trainer**

Wingate Institute of Sports
(Netanya, Israel)

2020 – **Social Psychology course graduate**

Wesleyan University (USA) via Coursera

2012 – **Management in IT (BA)**

State University of Management
(Moscow, Russia)

2005 – **Coding Engineer (BSE)**

State University of Aerospace Technology
(Russia, Moscow)

VOLUNTEERING AND SOCIAL CAUSE

08.2021 – **open: El Halev** (NCO), padded instructor for Impact courses.

02.2018 – **open: Facebook blog** (10K) and **Telegram channel** (2,5K) for dedicated to women's rights and violence prevention.

10.2018 – 09.2019: **Free Fem Krav Maga**, a free video course of self-defense techniques for women.