

MANATSAISHE CHRISTMAS

Customer Experience & Review Specialist

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PROFESSIONAL SUMMARY

Dedicated Support Specialist with 3 years of experience in high-volume customer service and detailed data management. Proven ability to maintain accurate records, manage sensitive documentation, and coordinate with cross-functional teams to ensure smooth operations. Skilled in providing clear information and resolving inquiries with a 95% first-contact resolution rate. Fluent in English (C1) and proficient in computer operations, seeking to apply organizational skills to patient care.

KEY SKILLS

- **Reporting & Analysis:** Ability to think analytically and draw conclusions based on data to create monthly activity reports.
- **Feedback Management:** Experience responding to inquiries, processing complaints, and escalating recurring issues.
- **Digital Platforms:** Proficient in computer operations and with Mobile (App Store/Google Play environments)
- **Soft Skills:** Attention to detail, Cross-Functional Collaboration, Technical Documentation, Adaptability, Client De-escalation, Conflict Resolution.
- **Languages:** English (Fluent C1), Shona (Native), Ndebele (Native).

PROFESSIONAL EXPERIENCE

Quality Assurance Analyst (Technical Support Focus)

Belitsoft Software Development Company | Warsaw, Poland | 2025 – Present

Responsible for the meticulous verification of data and maintaining strict documentation standards.

- **Accelerated Resolution:** Used Linux command-line tools to replicate complex network errors, reducing engineering diagnostic time by **50%** for escalated tickets.

- **Proactive Testing:** Created **150+ manual and automated test cases**, identifying 5 critical data-flow bugs before they could impact the live customer environment.
- **Cross-Team Support:** Collaborated with developers to reproduce issues and verify fixes, ensuring patches effectively resolved high-impact bugs early to strengthen platform stability.

Game User Experience (UX) & Content Tester (QA & User Experience)

Testronic | Warsaw, Poland | 2023 – 2025

Monitored user experience across mobile and PC platforms, ensuring product quality.

- **Defect Reporting:** Authored **300+ detailed Jira bug reports**, providing developers with precise reproduction steps that sped up critical fixes by **40%**.
- **User Advocacy:** Flagged UI, gameplay, and performance friction points, leading to measurable improvements in the final product's quality.
- **Sprint Support:** Partnered with developers to verify fixes during agile sprints, contributing to a **25% reduction** in recurring critical gameplay issues.

Customer Service Representative

Liquid Intelligent Technologies | Harare, Zimbabwe | 2021 – 2022

Managed direct customer communication, complaints, and service requests.

- **Performance Metrics:** Maintained a **95% first-contact resolution rate** by accurately diagnosing billing and technical issues on the first call.
- **Customer Retention:** Increased satisfaction scores (CSAT) by **22%** for key accounts by conducting proactive follow-up calls and user education.
- **Process Improvement:** Standardized logging procedures in the service management system, which improved the team's ability to track and resolve recurring faults.

EDUCATION

Bachelor of Engineering in Computer Engineering

Vistula University | Warsaw, Poland | 2022 – 2025

CERTIFICATIONS

- **AWS Certified Cloud Practitioner**
- **CompTIA Security+**

- **Cisco Packet Tracer**