

STANISLAV TUF

CUSTOMER CARE TEAM LEADER

CONTACT



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github.com



Israel

SKILLS

Team Leadership

Relationship building

Multitasking

Contact Centers

Problem Solving

Django

PostgreSQL

Trello

Figma

React

EDUCATION

Full stack Developer

Developers Institute

2023

Project Manager

Geek Brains

2021

Organization of teamwork and performance evaluation, training and management of employees

Engineer

Siberian Federal University

2004-2010

Master Degree in Engineering and Computer Technology

LANGUAGES

Russian — native speaker

English — fluent

Hebrew — basic

PROFILE

Dynamic and goal-oriented account manager in a B2B company for 3 years. Experience in pre-sales preparation and support. My skill set includes excellent communication, learning, and problem-solving skills.

I have the skills to manage multiple successful projects at the same time. Ready for new challenges as an account manager. I am happy to use my skills and experience to ensure the growth and success of the company and its clients.

WORK EXPERIENCE

Project Manager

11/2021 — 08/2022

Alente (Top 30 web agencies in Russia, turnover over 3 million per month, team of 50 people)

- Increased the profitability of projects by 30% due to the work of introducing flexible methodologies into the work.
- Increased adherence to project launch schedules by 70% through sprint control.
- Managed the receipt of payments due to adjusted contracts and communication with the client.
- Increase in NPS due to active communication with the client by 20%.

Account Manager

03/2020 — 11/2021

Alente (Top 30 web agencies in Russia, turnover over 3 million per month, team of 50 people)

- Adjusted the technology and project management procedures for project managers and account managers, which led to an increase in LTV and NPS by 20%, an increase in revenue by 25%, and a decrease in customer churn by 15%.
- Managed payment receipts and a controlled development schedule resulting in a 15% reduction in project delays.
- 15% increase in service ROI through project manager training, retrospectives, and daily calls.
- Successfully meeting service KPIs, including during the pandemic, resulting in increased customer satisfaction and repeat referrals.

Sales Manager

01/2019 — 03/2020

Alente (Top 30 web agencies in Russia, turnover over 3 million per month, team of 50 people)

- Increased the sale of complex sales of services at a time by 10%

Account Manager On-Trade

11/2016 — 09/2017

Bacardi (Intentional company)

- Increase in presence on and branding of establishments, exclusive presence by 15%;
- Over fulfillment of promotional activities (100-150%);
- The active client base was corrected, which gave a 15% increase in sales;
- Support and development of the priority contract;
- Developed local promotions, increasing sales by 15% per season;
- Monitoring the implementation of agreements.