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# Shokhrukh Koshel

## Support Analyst / Head of Support

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### Professional Experience

#### Sales & Support Specialist

SkyEng Remote / Moscow

June 2021 - July 2023

Worked in online English course sales and technical support, focusing on both cold calls and customer retention.

Provided assistance to existing clients, resolving technical issues and ensuring smooth learning experience.

Promoted to Deputy Team Lead after 3 months, managing a small sales and support team.

Conducted onboarding for new employees, listened to calls, and provided performance feedback.

Monitored call quality, identified growth areas, and implemented improvement plans.

Participated in marketing and traffic management initiatives.

Handled large-scale B2C and B2B deals, selling bulk course packages and IT profession programs.

#### Sales & Student Coordinator

Algorithmics Remote / Moscow

July 2023 - October 2023

Managed the sales process and student administration for an online programming school.

Provided customer retention support and handled objections from parents and students.

Coordinated children's learning progress and maintained regular communication with parents.

Ensured smooth onboarding for new students and assisted with scheduling and class organization.

Contributed to improved client satisfaction and retention metrics through personalized service.

#### CRM Integrator & Business Development Specialist

EdenEX Bratislava, Slovakia

November 2023 - March 2025

Conducted B2B meetings with partners to facilitate early platform access and strengthen cooperation.

Implemented and optimized CRM processes using AmoCRM to improve sales team efficiency.

Designed automation workflows and scripts to streamline internal operations.

Collaborated with developers to enhance platform functionality based on user feedback.

**Customer Support Manager with a strong technical and analytical background. Experienced in leading support teams, optimizing workflows, and implementing automation and knowledge bases to improve efficiency and service quality. Skilled in defining KPIs, analyzing performance metrics, and building scalable support operations. Focused on customer experience, team development, and measurable operational results.**

### Key Skills

Customer Support Leadership & Team Management

Support Process Design & Optimization

KPI & SLA Management

Quality Assurance & Communication Standards

n8n (automation)

Support Automation (macros, chatbots, workflows)

Knowledge Base Development & Self-Service Solutions

Support Analytics & Performance Metrics

Data Analysis (funnels, cohorts, retention)

Customer Insights & Product Feedback Loop

Collected and analyzed feedback from clients and sales teams to identify improvement areas.

#### Sales & Process Optimization Specialist

Riman Bishkek, Kyrgyzstan

February 2024 - June 2024

Managed client sales and maintained relationships with key partners.

Optimized internal workflows by integrating automation bots to improve team efficiency.

Collaborated with management to enhance sales processes and reporting systems.

Successfully completed key automation projects before contract completion.

#### Programming Teacher

Matrius Remote

June 2024 - September 2024

Taught programming to children aged 5–17 in Python, Scratch, Roblox Studio, and Lua.

Created interactive lessons to make coding accessible and engaging for young learners.

Guided students through project-based learning and helped them develop problem-solving skills.

Adapted teaching methods to different age groups and levels of technical experience.

Conducted free coding lessons for children with disabilities to support inclusive education.

#### Support Analyst / Process Automation Specialist/ Support Team Leader

Web3 Social Platform (NDA) Remote

August 2024 - October 2025

Managed user support operations, user retention, and complaint handling.

Participated in anti-fraud investigations and ensured compliance with internal security policies.

Developed the foundation of the Quality Control department and led regular team meetings to improve support performance.

Built analytics funnels and dashboards in PostgreSQL and Python to monitor user behavior and KPIs.

Created custom API scripts to collect and analyze data from Intercom.

Automated support workflows in Google Sheets and N8N, reducing manual workload by up to 96%.

Conducted in-depth analyses including cohort, funnel, and cross-channel analytics to improve user retention.

Performed competitive analysis; three of my proposed hypotheses were successfully implemented and improved overall product metrics.

Led and managed a support team of 14 specialists.

#### Head of Customer Support

FinTech Product (NDA) Remote

May 2025 - October 2025

- Built and optimized the customer support system in a FinTech product, redesigning core processes, introducing clear KPIs, and improving overall support quality.
- Led and managed a support team of 15 specialists, participating in scaling the department to 20+ team members.
- Designed and maintained a two-tier support structure, ensuring clear ownership, SLA compliance, and transparent internal workflows.
- Fully owned support operations across Intercom and Telegram, including queue setup, routing rules, macros, and reporting.

#### Languages

English

Russian

Uzbek

#### Tools & Platforms

Intercom (workflows, automation, analytics, API)

Telegram Support Operations

CRM & Support Systems (ticketing, automation, optimization)

Google Sheets (dashboards, reporting)

PostgreSQL

Python (automation & analytics)

- Implemented support automation initiatives: macros, workflows, knowledge base articles, and integrations, significantly reducing manual workload for agents.
- Developed and continuously improved the internal and external knowledge base, increasing first-contact resolution and reducing repeat tickets.
- Established communication standards and tone-of-voice guidelines; trained agents and conducted regular quality reviews.
- Monitored and analyzed key support metrics (ticket volume, FRT, AHT, SLA, repeat requests) and drove data-based improvements.
- Collected and delivered customer insights and recurring issues to the product and engineering teams to improve user experience and product stability.

### Head of Support team

IT / FinTech Product (NDA) Remote

November 2025 - Present

- Built the customer support function from scratch, including processes, tools, and operational standards.
- Recruited, onboarded, and managed a team of 3 support specialists, providing 24/7 customer support coverage.
- Implemented Intercom as the primary support platform and designed custom workflows, automation rules, and routing logic.
- Created and structured a comprehensive knowledge base for both agents and users, significantly reducing repetitive and low-value inquiries.
- Defined and introduced support KPIs (SLA, response time, resolution quality, agent workload) and established performance monitoring.
- Designed automation and self-service flows that reduced pressure on support agents and improved overall efficiency.
- Regularly analyzed customer requests and escalations, sharing insights with the product team to drive UX and feature improvements.
- Built a scalable support model ready for future team and product growth.

### Education

#### Associate Degree in Information Security      September 2013 - June 2016

Kyrgyulin Technological College Fergana, Uzbekistan

Studied information security, network administration, and computer systems.

Graduated with a strong foundation in data protection and IT infrastructure.

#### Bachelor's Degree in Criminal Law      September 2017 - July 2021

State Humanitarian-Technological University (GGTU) Moscow, Russia

Specialized in criminal law, legal systems, and forensic procedures.

Developed analytical and research skills applicable to compliance and risk assessment.

### Accomplishments

- Implemented a Python script that reduced data processing time by 30%
- Led a team initiative to streamline support ticket handling processes, resulting in a 20% increase in efficiency

## Interests

- Continuous Learning in Emerging Technologies
- Process Optimization and Efficiency Improvement