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Summary

A dedicated manager with over 6 years of experience in the game industry. Expertise includes:

- Building Customer Support Team from scratch to the independent department.
- Leading the team of 50 specialists including Player Support Representatives, VIP Account Managers, Community Managers, Translators, and Content Creators.
- In-game support integration, helpdesk administration (Zendesk, Helpshift, KTPlay, Kayako), and automation of team processes.
- Project Management skills. Among other internal tools, successfully implemented the ChatBot software system and innovative Google Play Review Tool to improve team productivity and increase staff retention.

Experience



Player XP Team Lead

Tilting Point

Dec 2020 - Jul 2022 (1 year 8 months)



Project Manager

Plarium

Aug 2019 - Dec 2020 (1 year 5 months)

- initiated and launched a ChatBot project to increase Customer Support team productivity
- initiated and launched the tool to process Google Play review resulting in 66% of all reviews being processed using machine learning algorithms
- coordinating project activities related to plarium.com development
- creating and maintaining project timelines
- gathering and documenting project requirements
- establishing and managing work schedules for the project
- interacting with internal associates and departments
- creating productivity reports



Community Management General Lead

Plarium

Dec 2018 - Aug 2019 (9 months)

- helping a director of the department to lead and manage a team of 53 members including Player Support Representatives, VIP Account Managers, Community Managers, Translators, and Content Creators
- analyzing the efficiency of the department and propose solutions to improve and automate team processes
- strategical planning of the department growing
- setting short terms and long terms goals to teams

- ensuring all teams are properly equipped with necessary technical resources and tools



Senior Customer Support Team Lead

Plarium

Oct 2015 - Dec 2018 (3 years 3 months)

- leading and coaching three Team Leads
- collating and analyzing data to identify strategies for improvement of service and productivity
- implemented improvements including a new help desk system and several internal tools
- integrated help desk system to several game titles including Raid: Shadow Legends to provide instant support for players
- automated team routine tasks to increase the productivity
- established knowledge base to decrease the ticket volume



Customer Support Team Lead

Plarium

Apr 2014 - Oct 2015 (1 year 7 months)

- hiring a team
- leading and managing a team of 20 customer service agents
- planning, assigning and monitoring work tasks for optimum team efficiency
- performing monthly staff performance evaluations
- identifying and addressing development needs
- developing staff training programs and reference manuals
- formulating and implementing customer service policies and procedures
- ensuring the consistent achievement of customer service levels and standards
- resolving escalated customer service issues



Contact Center Consultant

Volia

Sep 2012 - Apr 2014 (1 year 8 months)

Education



Ivan Franko National University of Lviv

Specialist, General Physics

2011 - 2012



Ivan Franko National University of Lviv

Bachelor's degree, Physics

2007 - 2011

Licenses & Certifications



Emotional Intelligence (EQ) - CBSD

 **Key Management Skills** - CBSD

 **Scrum for teams** - CBSD

 **Conflict Management** - CBSD

 **Diving In with InVision Studio** - Udemy

 **Complete React Course for Creating Amazing UI** - Udemy

 **Complete C# Unity Developer 2D: Learn to Code Making Games** - Udemy

 **Project Management (72h)** - A-Level Ukraine

 **React + Redux - Профессиональная Разработка** - Udemy

 **Situational Team Leadership** - CBSD


 **Python for Data Engineering: Fundamentals Part I Course** - Dataquest.io
KY9T6B70YY6XCMWK4SRH


 **React.js Essential Training** - LinkedIn

Skills

HTML • Cascading Style Sheets (CSS) • JavaScript • Google Apps Script • jQuery • Handlebars.js •
React.js • Node.js • npm • Yarn

Honors & Awards

 **Leader of Customer Service** - VOLIA Ltd
Nov 2012
Third place in Ukraine in the competition "Leader of Customer Service".

 **Specialist of the Customer Service** - VOLIA Ltd
Feb 2013
Certificate "Specialist of the Customer Service" according the results certification assessment.