



ARTUR TSUDZIK

Project manager

SUMMARY

Project Manager which is interested in making cool things and inspire the team to do the same

ACHIEVEMENTS

The winner of the bank awards for the project Knowledge Base (provided by Zendesk Guide)

CONTACT ME

tel.: +48571943370

email: a.tsudzik@gmail.com
<https://www.linkedin.com/in/atsudzik>
Telegram: @atsudzik

Wroclaw (Poland)

WORK EXPERIENCE

Customer support agent

Alfa-Bank, Minsk. Jan. 2018 - Jan. 2020

- advising clients, maintaining the image of the bank in social networks as a "speaking the language of the client".
- development of online support for the bank in social networks, on specialized websites, chat on the website and in banking applications.
- solution of non-standard situations in favor of clients.

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Alfa-Bank, Kyiv. Feb. 2020 - Feb. 2021

- creation of Tone of voice for support agents;
- creating the KPI of support agents according to the best practices;
- Zendesk administration;
- implementation of new features to Zendesk;
- project "Knowledge Base" for clients and for internal use based on the Zendesk Guide;
- bank CRM integration into Zendesk;
- a project of launching new support channels (Google Business Messaging and Apple Business Chat);
- collecting a backlog based on feedback from customers and further elaboration with other departments of the Bank;
- project "Support Tier 2";
- bank's mailing lists adaption under a single tone of voice;
- communication with other departments of the bank in order to improve existing processes.

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Cloudfresh, Kyiv. Sep. 2021 - now

- Zendesk implementation projects for different companies (Fin Tech, Food Tech, IT service desk) and account's audits for regular customers;
- Projects related to apps development for Zendesk;
- Implementation of Google Maps Platform solutions;
- Asana implementation both for separated teams and for the entire company.

EDUCATION

Master of Economic Sciences

International University "MITSO", Minsk, 2014-2019

Logistics economist

SKILLS

Zendesk, Asana, Jira, Confluence, Keynote, Microsoft Office, Google workspace, Google Maps Platform, Postman

English - B1