

Professional Summary

Dedicated professional with a customer success background and experience in FinTech. Proven ability to establish and maintain excellent communication and relationships with colleagues and customers. Committed to identifying consumer needs and delivering effective solutions to all problems. Good time management skills combined with knowledge of the customer service industry, determined to utilize skills to further a company's mission.

Skills

- Critical thinking
- First-tier technical support, good PC skills
- Fast-learner
- Building customer trust and loyalty
- Experience in Jira, Zendesk, and other ticketing systems
- Understanding of cryptocurrencies
- Efficient and proactive
- Team-oriented and cooperative
- Calm and professional under pressure
- Document and records management

Work History

CUSTOMER & COMMUNITY EXPERIENCE, 09/2019 - 04/2022

Paxful, Tallinn, Estonia

Positions held at Paxful between the years 2019 and 2022:

Payment Operations Manager (01/2021 - 04/2022)

- Created new team within company. Hired and independently trained the group and defined roles and responsibilities.
- Cooperated with Product analysts to create custom in-house tools for the team.
- Provided biweekly reports and formed OKRs and quarterly goals.
- Composed dashboards with Data team to demonstrate team's success.
- Held individual sessions with subordinates to assess personal achievements and growth within department.
- Examined job performance problems to identify causes and issues and to work on resolving problems.
- Guided in handling difficult or complex problems or resolving escalated complaints or disputes.

Team Lead (05/2020 - 01/2021)

- Managed local team of Dispute Specialists and Regional Support Agents.
- Delegated duties to team members depending on their skills and strengths to ensure faster and smoother operation flow through division of labor.
- Participated in automating processes to eliminate backlog and reduce AHT by half.
- Gave feedback on team's performance to the upper management for staff evaluation and reward purposes.
- Observed team members to identify their strengths and weaknesses and make arrangements to strengthen their loose ends.
- Assisted team members who were experiencing difficulties discharging their duties by giving them personal coaching.

- Stepped in to attend to cases that were proving difficult to team members and resolve escalations.

QA Specialist & Training (03/2020 – 05/2020)

- Onboarded new employees and mentored them during nesting period.
- Surveyed and updated CSR training needs, including but not limited to upgrading, new program training, soft skills, and technical training.
- Regularly contributed to maintaining extensive knowledge base and training materials.
- Created evaluation checklists to assess progress of CSRs.
- Performed regular QA inspections and calibrations.
- Conducted ongoing group and individual coaching and provided manager with regular forecast of future needs for CS team.
- Ensured that all employees were informed about product changes, anticipated potential difficulties, identified existing ones, and made action plans to resolve them.
- Implemented and maintained regular work monitoring schedule.
- Assisted manager in establishing new benchmarks and metrics.

Disputes Specialist (09/2019 - 05/2020)

- Answered users' queries regarding day-to-day operations.
- Collected data and evidence to resolve disputes during cryptocurrency trades.
- Investigated user behavior patterns, blockchain transactions, and trading activity.
- Gathered information to identify trading tendencies in marketplace.
- Provided management with regular reports.
- Based on analysis, suggested improvements and the addition of new features.
- Ensured no loopholes existed in system that could provoke dangerous behavior.

TRAVEL CONSULTANT SPECIALIST, 11/2018 - 09/2019

Sutherland Global Services, Tallinn, Estonia

- Provided customer support for various markets such as USA, Europe, and Asia.
- Consulted travel agencies to create best offers for travelers worldwide.
- Organized personalized travel itineraries, booked flights and accommodation, and secured rental transportation.
- Handled unforeseen situations and customer complaints and determined eligibility of refunds. Helped clients understand subsequent steps to secure their best interests.
- Provided premium support for members of SAS FF Program.

PARTNERSHIP DEVELOPMENT MANAGER, 09/2017 - 11/2018

Baltic Support, Tallinn, Estonia

- Actively supported existing associates of the firm. Uphold satisfactory retention rates.
- Developed new partnerships to deliver growth opportunities to our Internet source.
- Achieved monthly targets within department's goals.
- Assisted our customer support team with technical advice and fraud activity analysis.
- Aided verification team with KYC queue.

CUSTOMER SERVICE REPRESENTATIVE, 01/2017 - 09/2017

Majorel Estonia, Tallinn, EE

- Supported call centers and customer support teams in Europe. Helped in onboarding new employees, changing roles, and offboarding.
- Maintained Role Matrices as part of Microsoft Central User Administration team.

- Assisted with description of required skills, scope of responsibilities, and necessary permits depending on person's position.
- Sustained unified databases and crated daily reports.

Education

High School Diploma
Tallinna Tõnismäe Reaalkool - Tallinn, Estonia

Languages

English:	C2	Russian:	C2
<div><div></div><div></div><div></div><div></div><div></div><div></div></div>		<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	
Proficient		Proficient	