



I am the playing **manager of customer and inner IT support**, who have been leading cross-functional teams within FinTech, MarTech, E-Com, B2B SaaS and B2C projects since 2015. I have the expert level of IT troubleshooting, communication and process management with deep understanding of Customer Success needs. Data-driven analytics helps me to create impact and find growth points in quality of the client-oriented products and services.

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Skill Highlights

- Project management: Jira / Agile Scrum
- Documentation: Confluence / Markdown
- Troubleshooting: DevTools (HTML5, CSS3, JS) / Grafana / ELK / Graylog
- REST API / Webhooks / JSON / Postman
- Bash / Git / VS Code
- BI: SQL / Looker / Redash / Power Query

Languages

English: B2-C1
Spanish: A1-A2

Education

2015-2017

Master: International Relations and PR – Saint-Petersburg State University

References

References available on request

Experience

05/2022 - 04/2023

Head of Technical Support – TipTopPay.mx, Mexico

- Formed the international support department from scratch by launching hiring, onboarding, performance review, knowledge base, helpdesk, metrics, BI reports, Jira space, Agile Scrum.
- Implemented the new product features: live chat, chatbot, email, WhatsApp, SIP, that made it possible to quickly contact support.
- Optimized the Webhooks notification system, reducing the delivery of SLA notifications from 15 to 1-2 mins.
- Helped CTO with budgeting and analysis of PCI DSS v.3.2.1 suppliers: successfully passed audit, ASV scan and certification.

08/2021 - 05/2022

Head of Technical Support - Improvado.io, San Francisco

- Organized the international 24/7 support service from scratch by launching hiring, onboarding, BI reports, performance review, competency matrix, motivation system, knowledge base.
- Formed tier 1-2 and accelerated ETL troubleshooting by increasing and training the team of 10 engineers: the number of tickets resolved per week increased by 2 times.
- Improved SLA policies, how to work with sensitive data and security, which successfully influenced SOC-II certification.

12/2018 - 08/2021

Technical Support Team Leader - JivoChat.com, Istanbul

- Increased the efficiency of the department (14 people) by implementing daily, trainings, performance reviews: KPI increased from 55% to 80-90%, SLA 90%, strict NDA compliance. Prevented several cyber-attacks and threats of user data leakage.
- Improved the client and internal knowledge bases with new cases on CRM, SDK, CMS, etc. by running API tests.

Certifications

