



Dmitrii Levitskii

SUPPORT TEAM LEADER · CUSTOMER SUCCESS EXPERT

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“Be the change that you want to see in the world.”

Company Recruitment Team

Job Application for Head of Support

Dear colleagues,

About Me

I am the Head of Support and Customer Success with 8 years of experience in both large IT companies and startups. My position on projects is usually a combination of team leader, analyst and lead support engineer roles. I mainly specialize in cloud-based projects, but also have professional offline experience. My passion is starting projects from scratch, releasing ready-to-go solutions.

Why Google?

I consider the position as a way to create new opportunities to use my professional skills. I believe that resources such as employees' competence and empathy, tracking of metrics effectiveness, as well as customer satisfaction with tickets resolution time and quality are important for the company within the framework of Support. All this affects not only financial indicators, but also creates intangible advantages - loyalty and reputation. This is where I see synergy with the company and this is what I strive for when solving work tasks. I consider further development in the Web 3.0 and Support areas, which is what also interested me in this vacancy.

Why Me?

I organize competent support for IT products and solve the issues of clients, improve metrics with data analytics and believe in a hands-on approach to work. I consider an important trait of a leader is the ability to independently help and resolve team incidents, which I always adhere to. Moreover, one can say with confidence that in my career I have never left a single client or colleague without a solution. I have an understanding of how to convey the client's wishes or explain them to various teams. Finally, I devote a lot of time to self-education. Developing competencies and sharing them with others is one of my main professional goals. I manage to quickly learn new technologies, which has always made it possible to solve complex cases faster. What is equally important is that I always take an active part in corporate life and the development of its cultural values.

Sincerely,

Dmitrii Levitskii

Attached to: Curriculum Vitae