



Support Manager

Anna Fischer • Amsterdam, Netherlands

 6%

~19 out of 300
Zendesk users

About me. As a Support Manager at GitHub, I oversee all customer support functions and lead a team of support engineers who rely on Zendesk as their primary tool. With a long background in support—including many years as a support engineer—I now focus on managing queues, workloads, and optimizing support processes rather than handling tickets directly.

Goals. Ensure customers receive efficient and accessible support. Oversee ticket queues and workload distribution for the team. Identify areas for efficiency gains and system improvements through analytics and workflow oversight.

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Analytics dashboards and custom queue views in Zendesk help me maintain clear visibility into ticket ownership and details. This empowers me to balance workloads effectively and ensure accountability across the support team.



Zendesk interactions

Oversee queues and monitor team workload to balance assignments

Use Zendesk analytics for insights into resolution times, engineer throughput, and ticket volumes

Experiment with workflows in Zendesk to streamline team operations

Track ticket history via event views to understand ticket journeys

Occasionally respond to escalations or urgent customer issues

Technical expertise: 4 / 5



Training needs: Low

Key challenges

Scattered information. Ticket routing, user details, and classification data are spread across Zendesk, making them hard to find quickly.

Unclear ownership. Responsibility for Zendesk administration and interface changes is not defined, leading to organizational and process confusion.

Generic info. Much of the displayed information isn't tailored to specific queues, reducing relevance.