Marcos Annibale

Customer Support & CM

+55 (19) 98118-0475

annibalebea@gmail.com

Campinas, SP, Brazil

SUMMARY/OBJECTIVE

Experienced customer support professional skilled in community management. Track record of providing reliable support and developing knowledge bases to minimize inquiries. Proficient in training teams and resolving disputes promptly. Expertise in sales, budget management, and strong blockchain/Web3 skills. A valuable asset for delivering exceptional customer support and fostering brand growth.

WORK EXPERIENCE

REGION MANAGER FOR SOUTH AMERICA

TokenScope | Remote | 2023 - *

As the present Regional Manager, I spearhead strategic initiatives for brand expansion in South America and assist with research for new entities related to crypto. I also manage budgets for sustainable growth, always prioritizing effective communication and collaboration. By aligning initiatives with the diverse consumer landscape, I am working to boost the brand's success and maintain market relevance in the region.

CUSTOMER SUPPORT

CoinTracking | Remote | Jan. 2023 – Oct. 2023
- Help customers resolve problems related to their tax reports (bigger/smaller value), fill the spreadsheets, import, export, use the APIs, the manual (CSV, XLSX import), and answer questions in general.

HEAD OF SUPPORT

Bitni | Remote | 2021 – 2023
- Consistently provided reliable customer support across various communication channels, including Discord, Telegram, WhatsApp, Intercom, and Email.
- Developed a comprehensive knowledge base of customer service solutions that minimized the number of customer service inquiries.
- Conducted training sessions for a team of new customer service agents, ensuring their readiness to provide exceptional support.

CUSTOMER SUPPORT

DappRadar | Remote | 2021 – 2022
- Provided reliable customer support across various communication channels.
- Created a Frequently Asked Questions (FAQ) section and a knowledge base consisting of commonly asked questions. This initiative led to reduced response times for customer inquiries.
  Here: https://gitlab.com/DappRadar/readme.md/-/wikis/home

REGION MANAGER - LATAM

Bitzlato | Remote | 2018 – 2021
- Implemented an effective sales strategy that significantly increased the user base in the region.

- Successfully managed the marketing and company budget for the region, reducing costs while fostering brand growth.

HEAD OF SUPPORT

Bitcambio | Remote | 2017 – 2018

- Trained a team of new customer agents to deliver high-quality customer support.
- Created a comprehensive knowledge base of frequently asked questions and technical support articles, resulting in reduced response times for customer inquiries.

CUSTOMER SUPPORT & MODERATOR

Paxful | Remote | 2015 – 2017

- Collaborated with a cross-functional team to ensure consistent handling of customer inquiries and meet their needs effectively.
- Resolved disputes between buyers and sellers related to P2P trades promptly and professionally.

CUSTOMER SUPPORT

Hostinger | Remote | 2012 – 2015

- Developed and maintained customer service policies and procedures to ensure consistent and efficient handling of customer complaints.

SKILLS

- Blockchain & Web3 Skills
- Python, PHP, SQL & CSS
- Communication & Ability to work in a team

- Customer support
- Community management
- FAQ, informative articles & educational content creation

EDUCATION

UNIFESP - Business Administration

Degree: 2018

Years: 2014 - 2018

Campinas, SP, Brazil

CERTIFICATIONS

Blockchain Forensics - Akademie, 2022

Data Analysis - Atlas, 2021