

# MARCOS ANNIBALE

Customer Support & Operations Leader | Web3 & Crypto Specialist

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## PROFESSIONAL SUMMARY

Customer Support Leader with 10+ years of experience in global tech and crypto companies. Strong background in building support operations, leading remote teams, resolving high-value disputes, and optimizing customer experience across multiple channels. Experienced in Web3 ecosystems, P2P marketplaces, and fast-scaling startups.

## PROFESSIONAL EXPERIENCE

- Head of Support – Bitni (Remote) | 2021–2023
- Regional Manager LATAM – Bitzlato (Remote) | 2018–2021
- Head of Support – Bitcambio (Remote) | 2017–2018
- Customer Support & Dispute Moderator – Paxful (Remote) | 2015–2017
- Customer Support Specialist – Hostinger (Remote) | 2012–2015

## CORE SKILLS

- Customer Support Operations
- Team Leadership & Remote Management
- Dispute Resolution (P2P Platforms)
- Knowledge Base & Process Optimization
- Blockchain & Web3 Ecosystems
- Python, PHP, SQL, CSS