

Ivan Cherkashyn

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SUMMARY

A highly versatile and results-driven leader with over 7 years of experience spanning the full spectrum of customer-facing and operational roles within the Fintech, Crypto, Gaming, and E-commerce sectors. I am a specialist in building high-performing support departments from the ground up, scaling teams of up to 15 specialists, and designing efficient operational workflows. My expertise includes advanced proficiency with Intercom and Zendesk, including custom bot development and API integration using Python and JavaScript. I possess a deep, hands-on understanding of the entire payment lifecycle, P2P economies, and F2P game monetization, combined with a proven ability to drive revenue and enhance customer loyalty.

EXPERIENCE

Team Lead of Customer Support Crypto Wallet (Non-Custodial)

Dec 2024 – Jul 2025

- Led a team of support specialists in a fast-paced crypto environment.
- Developed and implemented new support workflows and training materials to improve team efficiency and customer satisfaction.

Payment Manager BestPay24

Feb 2024 – Nov 2024, India and Bangladesh

- Oversaw payment operations for clients in the India and Bangladesh regions.
- Managed relationships with payment service providers and merchants, resolving transaction-related issues.

Sales Manager Cryptoset

Oct 2023 – Feb 2024

- Engaged with clients via chat, providing information about airdrop opportunities.
- Acted as a liaison between the community and the development team, relaying user feedback to improve the platform.

Team Lead of Support and Sales Playcarry

Jun 2022 – Oct 2023

- Managed customer interactions for Valorant & WoW services.
- Identified customer needs to recommend appropriate services, resulting in increased sales and client retention.
- Coordinated with service teams to ensure high-quality delivery.

Team Lead of Customer Support Accsmaster/Accfarm

Aug 2020 – Apr 2022

- Built the customer support department from scratch.
- Provided exceptional support for a global user base, addressing inquiries related to social media account purchases and platform services.
- Ensured compliance with company policies while handling sensitive customer information.

KYC Verificator -> Lead -> Head of Customer Support Coinsbit

Oct 2018 – May 2020

- Led and scaled the entire support department to 15 specialists.
- Developed training programs, monitored key metrics (CSAT, Response Time), and managed verification and support teams.

EDUCATION

Bachelor's Degree

Sumy National Agrarian University (SNAU) • 2021 – 2025

• Bachelor's Degree, Information systems and technologies.

Kharkiv National University of Radio Electronics (NURE) • 2018 – 2021

• Computer Engineering.

SKILLS

Backend: Python (FastAPI, SQLAlchemy, Alembic), PostgreSQL, Telegram Bot API & Webhooks.

Frontend: JavaScript (React, Three.js, GSAP).

Support & Ops: Team Leadership & Mentoring, Sales & BD, Payment Systems (Stripe, PayPal), Zendesk & Intercom (API & Bots).

Languages: Ukrainian, Russian, English: B2 (Upper-Intermediate)
