

● WORK EXPERIENCE

01/09/2018 – 01/09/2019 - Tbilisi, Georgia

Customer Support Representative – Evolution Georgia

Review accounts, carry out risk assessment before processing withdrawals. Maintaining high confidentiality level, according to internal procedures. Provide technical assistance and support for incoming queries and issues related to product's features. Communication with customers (by Email, Live chat and Phone) and explanation of functionality. Understand the needs of customers and be able to respond effectively. Work on complaints.

01/09/2019 – 01/10/2020 - Tbilisi, Georgia

Senior Customer Support Representative – Evolution Georgia

Intimate employees with the rules and regulations of the organization in order to enable them work in accordance with acceptable standards as this will affect their level of productivity and performance. Use expertise to build strong healthy relationships with clients, convince them of all benefits of doing business with the organization and create an open and accessible communication rout for free flow of information. Give accurate direction and support to team leaders to facilitate successful completion of organization's targets and performance goals.

01/11/2020 – 31/01/2022 - Tbilisi, Georgia

Customer Support Team Leader – Cryptal Georgia

Ensuring that customer service representatives are making appropriate use of available resources, such as scripts or guidelines on how to handle specific situations, to provide effective customer service. Collaborating with other departments such as marketing or sales to ensure that customer needs are met. Developing reports that track customer complaints, inquiries, and problems to help identify areas where improvements can be made in the customer service process.

01/05/2022 – 28/02/2023 - Dubai, United Arab Emirates

Customer Service Manager – BitOasis Cryptocurrency Exchange Platform

Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment. Improve customer service experience, create engaged customers and facilitate organic growth. Keep accurate records and document customer service actions and discussions. Develop service procedures, policies and standards.

01/03/2023 – Current - Remote

CRM Manager – Momus2006 N.V. (Pledoo.com)

Collecting and analyzing customer data, Using CRM systems to manage relationships, Developing new ways to meet customers' needs, Handling customer complaints, Overseeing the interactions between customers and key team members, Creating and executing customer relationship management campaigns that aim to increase customer loyalty, Creating and implementing universal customer relationship procedures, Analyzing customer journeys and looking to increase sales.

● **EDUCATION AND TRAINING**

10/09/2017 Tbilisi, Georgia

BACHELOR OF BUSINESS ADMINISTRATION Caucasus University

● **LANGUAGE SKILLS**

Mother tongue(s): **GEORGIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1
RUSSIAN	B1	B1	A1	A1	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Microsoft Word | Microsoft Powerpoint | Microsoft Office | SevenRooms | Microsoft Dynamics Lifecycle Services | CRM: Salesforce.com, PeopleSoft, Zendesk