

## Top Skills

Confluence

Manufacturing Process Improvement

Project Planning

## Languages

Russian (Native or Bilingual) Polish

(Full Professional) Ukrainian (Native

or Bilingual) English (Full

Professional)

Lead of Customer Support at Bitfrost | Crypto Enthusiast

## Summary

As a dedicated Customer Service Professional with excellent soft-skills and background in both leadership and hands-on roles, I bring a diverse skill set to the table. My career has been centered around delivering exceptional customer experiences and leading teams to achieve their best. As a Lead of Customer Support, I have successfully guided teams, implemented CRM systems, and developed KPIs to enhance performance.

My career progression from a Customer Service Specialist to a Team Lead is a testament to my strong performance and ability to handle challenging situations with customers effectively. I am passionate about driving team performance and continuous improvement. Whether leading a team or working directly with customers, I am committed to delivering quality service and achieving excellence.

My motivation helps me to inspire and guide my colleagues. I take pride in my work and am confident in my ability to contribute positively in any role. I excel in enhancing customer satisfaction and orchestrating teams for peak performance.

I am eager to bring my dual expertise to dynamic organizations, contributing both as a Team Lead and a Senior Specialist.

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## Experience

Bitfrost

Lead of Customer Support

November 2023 - May 2024 (7 months)

Warsaw, Mazowieckie, Poland

- Initiated the establishment of the Customer Service department from scratch for the startup operating at the MVP stage.

- Solely coordinated the end-to-end setup of Zendesk CRM, including tags management system, macros, develop custom alerts, install additional apps for enhanced functionality, API setup and integration with the IT department.
- Defined and implemented SLAs and KPIs to measure and improve customer service performance.
- Developed a profound Customer Knowledge Base to empower customers with self-service options.
- Design and execute comprehensive onboarding programs for new employees, ensuring alignment with company values and service standards.
- Collaborate extensively with product development, account managers, and compliance teams to gather customer feedback, align service offerings with product development, and ensure regulatory compliance.
- Act as a subject matter expert and provide guidance on customer service best practices to cross-functional teams.

## Binance

### Senior Customer Support Specialist

February 2023 - October 2023 (9 months)

- Customer Service Excellence: Consistently delivered top-tier customer support with a high degree of professionalism, empathy, and patience. Addressed customer inquiries, concerns, and complaints with a strong focus on problem-solving. Ensured that customer issues were resolved promptly and to their satisfaction.
- Payments proficiency: Organized the efficient processing of cryptocurrency payments in a dynamic environment, mastering payment processing workflows to ensure secure and seamless transactions.
- Troubleshooting and Bug reporting: Troubleshooting technical malfunctions reported by customers by analyzing system logs and error messages. Diagnosing and documenting software or hardware errors and escalate this information to the appropriate development or engineering teams.
- Enhancing the company's global presence: Collaborated with customers from various regions worldwide, demonstrating adaptability and a commitment

to customizing support to meet their unique needs. Played a pivotal role in building trust and loyalty among both existing and new customers, contributing to the company's global presence and reputation.

-Strong product knowledge: Developed a profound understanding of the blockchain and cryptocurrency industry, as well as the intricacies of the company's products and services. Utilized this knowledge to effectively assist customers with technical questions and challenges, ensuring they received accurate and valuable guidance.

CEC Services Sp. z o.o.

Customer Service Team Lead

November 2021 - February 2023 (1 year 4 months)

Warsaw, Mazowieckie, Poland

- Skillful management and coordination of a high-performing team of 15+ agents.
- Conducted detailed performance and quality analysis and regular performance reviews for each agent to ensure the team's productivity and quality standards were consistently met.
- Onboarding and mentoring new employees according to the self-made detailed plan, providing comprehensive training to ensure a seamless integration into the team.
- Developing and implementing new business process improvements that enhanced our team's performance, customer satisfaction, and overall operational efficiency.
- Proactively identified and addressed performance issues within the team. Initiated corrective actions, including one-on-one meetings with underperforming agents to boost their productivity.
- Weekly calculation of statistics and meticulous data entry into Excel spreadsheets to monitor and guarantee the team's compliance with Service Level Agreements (SLAs).
- Devised, implemented, and measured KPIs for the entire team. Provided in-depth explanations of KPIs to agents, along with clear guidance on how to achieve them.

- - Being the first point of contact for the agents, coordinating the information flow, sharing updates, implementing new procedures.

- Constantly coaching the team to develop strong customer service skills, improving their skills and abilities of quick identification of an issue, analysis and troubleshoot to assist customers in resolving any inquiry

- Leading weekly online meetings with all team members. Participating and preparing reports for weekly/monthly/quarterly meetings with the C-suite.

- Resolving escalation level cases from the agents and clients.

### Armatis-LC

#### Customer Service Specialist

October 2019 - October 2021 (2 years 1 month)

Warsaw, Mazowieckie, Poland

- Resolving customers inquiries via 3 channels: call, email, chat

- Solving daily issues concerning the platform, order/sale progress, process of the refund/payment as per general procedures of the company.

- Quick identification and evaluation of the customer needs, providing a solution in order to achieve a maximum satisfaction.

- Meeting project targets and goals in cooperation with the team.

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## Education

### Spółeczna Akademia Nauk

Master's degree, International Business Management · (2019 - 2021)

### Nizhyn State Gogol Pedagogical University

Bachelor's degree, English teaching & philology · (2015 - 2019)