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## Support Manager

### About me

Technical support manager with more than 1.5 years of experience in the fintech companies. My main goal is to use my experience in solving technical problems and helping users to increase their satisfaction and improve the company's performance. Very stress resistant and capable of learning new information on the go. I always stay professional and able to do what's necessary

### Work experience

#### Operator suport tehnic · MyBroCard · California

March 2024 - Present · 11 months

Handling incoming requests from users (via email, chat), payment disputes, giving users access to the platform through interviews. Handling KYC requests

Diagnosing problems related to technical failures.

Consulting users on payment of various merchants, selection of cards for payment, signing contracts with the company's legal entity

Maintaining and updating the request database, interacting with other departments to resolve complex problems.

Conducting briefings for employees on the use of corporate systems and software.

Conducting financial replenishments and maintaining counterparty reports

Skills: Teamwork, Short response time, English, Business Process Improvement, Business English, Training and development, Software customization, Peer-To-Peer (P2P)

#### Technical Support Specialist/Support Manager ·

International b2b acquiring and digital technology company · Moscow

January 2023 - March 2024 · 1 year 2 months

Primary support of users (clients), identification of technical problems in the service and transfer to IT-department, testing and generation of API, work with signature in postman, direct communication and contact with clients, work with bank-acquirer and payment methods.

Proficient in excel, working in jira and helpdesk.

👤 23 years

♂ Male

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### TOP Skills

- **Team Work** · 1 year
- **B2B** · 1 year
- **Testing (Software)** · 1 year
- **Peer-To-Peer (P2P)** · 11 months
- **Software customization** · 11 months
- **Training and development** · 11 months

### Preferences

- Full-time
- Remote
- Hybrid

### Languages

- **Romanian** · Medium
- **Russian** · Native
- **English** · Fluent
- **German** · Elementary

### Driving licence

Category: A, B, C, D, E

With personal auto

Skills: Team Work, B2B, Testing (Software)

## **Desired industries**

- IT, Tech
- Banking / Financial / Economic
- Law / Legal

## **Education: Higher**

### **Tiraspol State University**

*Graduated in: 2024*

Faculty: Law

Speciality: Legal support of national security