

Candidate: Rusakov Evgeniy

Applying to a vacancy: Custom support manager in English

English language: C1-C2, very fluent written and conversational

Relevant experience and skills that will help me to do this job very well:

1) communication in English, mostly client support regarding the following products and services:

- 3D visualization and modelling;
- cosmetics (waterproof mascara);
- locksmith service;
- investments in the mining of cryptocurrencies;
- amazon store selling popular electronics;

Duties: answering to the client's questions about products before and after sales, helping with making payments, providing information about discounts and gifts.

2) Sales and consulting in English:

Main service: helping blockchain start-ups attract institutional investments

Duties: consulting clients about opportunities of attracting investments to their projects from crypto funds.

Achievement: I helped ICO start-up from Switzerland attract 110000\$ investment from a crypto fund

Experience of working in useful programs:

- 1) working in CRM: amo, google docs, excel
- 2) communication with clients: gmail, messengers, live-chat, helpdesk, zendesk, freshdesk, jira
- 3) communication with a team: messengers (skype, whatsapp, telegram), slack, jira

Additional skills: 10 finger typing on both Cyrillic and Latin keyboards.

Contacts: @ eugenerusofine (telegram)