

Vladislav Utsekhoosky

Senior Customer Support Manager

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SUMMARY

Highly motivated, people-first, data-driven Customer Support Manager with over 9 years experience of managing high-performing teams responsible for delivering excellent customer service and supporting sales performance. With strong SLA/KPI ownership, process design, and tooling (Zendesk, PowerBI, Jira), as well as language skills and psychological background I ensure operational excellence and maintaining of the high-quality standards, and support the full cycle of the professional development of team members, from hiring and onboarding to mentoring and guiding, while fostering a positive and productive work environment.

KEY SKILLS

- 9+ years experience in people management
- Proven track record of mentoring and leading teams
- Empathy and a process-oriented mindset
- Great organizational and time-management skills
- Strong understanding of customer communication strategies
- Adherence to continuous improvement
- Great interpersonal communication skills
- CRM software proficiency: Zendesk, Freshdesk, Salesforce
- PowerBI, Assembled, Verint, Jira
- Discord, Slack

EXPERIENCE

Customer Support Manager

Discord | 01/2024 – 02/2026 | San Francisco, USA

- Led a high-performing team of 15-20 agents within a BPO environment, with CSAT over 90% which was higher than average for the project by 5-10%, EPH higher by 4-6 pts and AHT reduced by 10-15%.
- Onboarded agents in customer service, sales techniques, communication, and problem-solving, ensuring adherence to the quality standards.
- Coordinated launch management for the new project, aligning Support and cutting launch-day escalations by 40%.
- Conducted regular coaching sessions and performance reviews, providing actionable feedback that fostered accountability, skill growth, and continuous improvement of the team.
- Reviewed and analyzed Key Performance Indicators (KPIs) including CSAT/DSAT, FCR, AHT, CR, Adherence with wide range of BI Tools consistently meeting or exceeding performance goals.
- Organized and facilitated team meetings and training sessions to align goals, share best practices, and maintain smooth team operations.
- Collaborated with senior management to identify process improvements and implemented initiatives boosting efficiency, and service quality.

Localization and Content Team Manager

Setanta Sports | 11/2022 – 12/2025 | Tbilisi, Georgia

- Owned end-to-end localization operations for 3 locales with a 15–20 person team; improved on-time delivery (OTD) by 20% through workflow standardization and capacity planning.
- Developed the feedback loops for localization improvement processes.
- Evaluated and implemented localization process automation that increased OTD and TM leverage by 20-25%, reducing LQA issues by 10%.
- Cross-managed content team performance to meet SLAs improving on-time delivery while controlling costs by 10%.

Operations and Customer Service Manager

Global Voyager Assistance | 05/2017 – 11/2022 | Varna, Bulgaria

- Led a 10–15 agent travel and insurance support team; redesigned scripts and routing to improve CSAT by 20-25 pts and reduce AHT by 15%, maintaining SLA KPIs through script and workflow redesign.
- Developed the standards for the projects, utilizing an extensive knowledge of travel industry trends and making sure all the projects meet the established deadlines.
- Partnered with external developers to make a feature improvements (e.g., insurance status updates, destination categorization) improving first-contact resolution by 30-35%.
- Drove product operations by turning top contact drivers into requirements, reducing repeating contacts by 25%.

LANGUAGES

English (C2 | Proficiency) | Russian (Native) | Ukrainian (Native) | French (C1 | Advanced) | Romanian (B2 | Upper-Intermediate)

EDUCATION

Business Management and Communication

European Business School | Bachelor's degree | Barcelona, Spain

English Language and Literature

European Foreign Languages School | Bachelor's degree | Kyiv, Ukraine

Psychology and Psychiatry

Odessa State Medical University | Master's degree | Odessa, Ukraine

FIELDS OF EXPERTISE

SaaS | Travel and tourism | Sports | Localization and linguistics | Hi-Tech | EdTech | Healthcare and science | Arts and media