

NZALI ARNAUD

CUSTOMER SUCCESS EXECUTIVE / TECHNICAL SUPPORT EXECUTIVE

CONTACT

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LANGUAGES

- English: Native
- French: Native
- Russian: Fluent

EDUCATION

*Flight Academy of the National
Aviation University, Ukraine (2013-
2019)*

Achievements:

- MASTER'S DEGREE IN
AVIATION TRANSPORT.
(2019)
- BACHELOR'S DEGREE IN
AERONAVIGATION. (2017)
- AIR TRANSPORT PILOT
LICENSE(A) ICAO. (2017)
- COMMERCIAL PILOT
LICENSE (A)/IR (2017)
- PRIVATE PILOT
LICENSE(A) ICAO

KEY SKILLS

Leadership & People Management
Operational Excellence
Strategic & Analytical Skills
Excellent communication
Mindset & Soft Skills

PROFILE

Results-driven Customer Support Executive with 4+ years of experience delivering exceptional service and resolving complex issues. Combining a solid academic foundation in Aviation Management with proven expertise in customer relationship building, conflict resolution, and technical support. Ability to leverage aviation-honed skills in safety protocols, meticulous attention to detail, high-pressure situation management, and clear communication to ensure efficient, accurate, and satisfying customer experience. Proven ability to reduce resolution time, boost satisfaction scores, and contribute to team success.

EXPERIENCE

*Bilingual Technical Support Engineer L1 NAKIVO(Ukraine): #1
Backup and Recovery Solution (REMOTE) • OCT 2019 – NOV
2020*

Main responsibilities:

- Troubleshooting & Issue Resolution: Diagnose and resolve technical problems (software bugs, hardware failures, connectivity issues).
- Customer Communication & Support: Document interactions in CRM (Zendesk ticketing system)
- Knowledge Management: Train customers on new features or best practices.
- Collaboration with Other Teams: Work with Product/Engineering to report recurring bugs.

*Customer support Manager, BUFFALOMARKET LLC USA (Remote) •
Nov 2020 – MAY 2021*

Main responsibilities:

- Manage customer support department.
- Establish and implement customer support procedures.
- Implement and manage support software (CRM, Zendesk).
- Hire and train new support agents.
- Evaluate and improve department KPI's.

*Bilingual Customer Service Representative BOXBROWNIE.COM,
Australia(remote) • May 2021 - Jul 2023*

Main responsibilities:

- Handling Customer Inquiries: Responding to a high volume of customer contacts via multiple channels.

Technical support tools

Zendesk
Freshdesk
Gorgias
Bitrix24
Liveagent
Odoo
Front

INTERESTS

Aeroclub
Tech
AI
Soccer
Skiing
Travel

- Troubleshooting & Problem Resolution: Diagnosing the root cause of customer problems.
- Managing Complaints & Escalations: Handling dissatisfied customers calmly, professionally, and empathetically.
- Utilizing Support Tools & Systems: Working extensively within CRM (Customer Relationship Management) software.

Bilingual Customer Service Representative KLINE GmbH,
Germany(remote) • *May 2023 – Today*

Main responsibilities:

- Provide an excellent standard of customer service on all platforms in both English and French, contributing to customer satisfaction and retention.
- Take ownership of customer issues and follow problems through to resolution.
- Provide advice and training to users in response to difficulties experienced.
- Represent the Company and provide accurate and appropriate French translations as required.
- Have up to date and accurate awareness of French customer culture