

NZALI ARNAUD

CUSTOMER SUCCESS EXECUTIVE / TECHNICAL SUPPORT EXECUTIVE

CONTACT

270 Joffre-Belanger Way
Ottawa, ON K1L5K8
753.881.7654

nzali.arnaud@gmail.com

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