

# Mark Mikhalev

## Automation Engineer

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Passionate Customer Advocate and Automation Engineer with extensive work experience across diverse industries and cultures. I am dedicated to creating exceptional customer experiences and leveraging technology to make this world a better place.

## Professional Background

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### TripleTen, EdTech

- **Customer support team lead**, July 2023 - October 2023  
Led a technical and educational support team through a software transition, increasing team efficiency and well-being by training, building smooth processes, and implementing chatbots with self-service features. Minimized lost requests due to technical errors, reduced overall workload by 25%, and achieved a 30% reduction in escalation cases.
- **Senior customer support agent**, June 2021 - July 2023  
Fostered crew efficiency and user satisfaction by delivering exceptional technical and educational support to users and team members, maintaining the team's workflows and software integrations, and tracking team performance. Ensured team's adherence to company policies and standards and acted as a technical authority, providing expertise to colleagues and users.
- **Customer support agent**, October 2020 - June 2021  
Resolved over 3,000 cases to the highest standards, ensuring 100% compliance with company standards and providing valuable technical, educational, and emotional support to hundreds of students starting their tech careers.

### Instaon, AI Marketing

- **Customer success manager**, February 2019 - October 2019  
Guided hundreds of small businesses and agencies in integrating a novel AI solution into marketing strategies before the AI hype, helping align AI training with valuable user feedback and marketing data.

### Self-Employed, Freelance

- **Digital marketing manager**, February 2017 - February 2019  
Managed PPC campaigns on the Google and Yandex Ads networks, boosting sales and reducing clients' marketing spend by 30%.
- **Translator**, February 2017 - February 2019  
Translated and localized diverse entertainment and business material in English, Russian, and Spanish, ensuring cultural accuracy and relevance.

### Farbik, Content Marketing

- **Senior editor**, June 2015 - April 2016  
Supervised a distributed team of 150 content editors, copywriters, and designers in delivering reader-friendly content that met usability and SEO standards, ensuring project long-term profitability.
- **Web content editor**, June 2013 - June 2015  
Managed a team of a couple dozen copywriters and graphic designers, ensuring content alignment with SEO and usability standards.

## Skills

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**Hard Skills:** Software Troubleshooting; Python; SQL; API Integration; GIT; CLI; JavaScript; HTML; CSS; Data Analysis & Presentation; Quality Assurance; Building Workflows; Customer Feedback Analysis; Project Management; Team Development; Team Performance Analysis; Business Communications; Technical & Creative Writing; Chatbot Development; CRM & Helpdesk Systems Administration; Web Design; Web Development; Low/No-Code Development; Prompt Engineering.

**Soft Skills:** Active Listening; Empathic Communication; Stress Management; Conflict Resolution; Team Management; Time Management; Proactive Problem Management; Cultural Sensitivity; Customer-Centric Mindset; Analytical and Research; Decision-Making; Emotional resilience; Adaptability; Initiative.

## Education

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### Russian Law Academy of the Ministry of Justice

Bachelor's Degree in Civil Law

## Contacts

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