

Aleksandrs Nosovs | Head of Customer Support & Success

@gmail.com | +** | LinkedIn | Lisbon, Portugal

Head of Customer Support & Success with 16+ years of experience, including 10+ years leading teams of 10+ professionals in SaaS, TravelTech, MusicTech, and FinTech.

- Reduced operational costs by \$1.2M+/year through automation and fraud prevention.
- Built AI-powered support, reducing SLA from 4h to <1h for 7M+ users and boosting NPS by 25% achieving 95%+ CSAT.
- Designed Zendesk architecture with 8+ integrations, migrating 100K+ tickets from Freshdesk and optimizing workflows for 40% faster ticket resolution.
- Created an LMS for onboarding & training, reducing HR screening time by 30% and ensuring 95% knowledge retention among support agents.
- Led cross-functional collaboration (Product, Engineering, Marketing), reducing customer escalation tickets by 35% and making the voice of the customer central to product decisions.

Professional Skills

- Conflict Resolution & Diplomatic Communication
- Stress Resilience in Crisis Support Scenarios
- Customer Support & CRM Tools: Zendesk, Freshdesk, API integrations
- AI-Driven Tools & Chatbot Implementation
- Data-Driven Decision-Making: KPI/OKR analysis, Tableau, Excel
- Agile & Project Management Tools: Jira, Confluence, Trello
- Process Development & SLA Optimization
- Team Development: Global team management, training programs, knowledge base development

Work Experience

Customer Support Architect, Contract

Prisma Labs | September 2024 - February 2025 | Remote

Prisma Labs, an international mobile tech company specializing in AI-powered photo and video processing, raised \$6M in Series A funding and has over 300M app downloads worldwide.

- Used individualized support techniques based on user segmentation and behavioral data to increase resolution rates for high-value customer segments by 25%.
- Analyzed app performance with development and product teams to prioritize the feature roadmap with support. Implemented a feedback system that accelerated the delivery of high-impact features, reducing the priority feature rollout cycle by 30%.
- Implemented structured user request tracking and categorization system, providing developers with clearer visibility into priority issues and reducing critical bug resolution time by 40%.
- Created from zero a knowledge base with detailed FAQs and step-by-step guides, reducing repeat support inquiries by 30% and decreasing operational costs by 20%.
- Managed most of the new unanswered app store reviews, cleaned up inconsistent reviews, responding to over 10,000 user reviews monthly, increasing ratings by 0.3 stars in Google Play (now 4.4) and 0.4 stars in the App Store (now 4.6), leading to a 15% rise in in-app purchases.
- Automated the refund process, integrating Zendesk with Stripe and Paddle, accelerating refund processing by 40%, cutting manual workload by 50%, and reducing refund-related support costs.

Skills: App Store, Google Play, Zendesk, Jira, Stripe, Paddle, Google Analytics

Head of Customer Success and Fraud Prevention

App in the Air, Inc. | August 2018 - September 2024 | Lisbon, Portugal

App in the Air is a U.S.-based all-in-one travel app for frequent flyers, serving 7M+ users worldwide and processing \$10M+ in bookings annually.

- Implemented personalized support workflows for VIP frequent flyers, providing white-glove resolution and improving satisfaction scores among premium users by 30%.
- Led retention initiatives through a 5-tier loyalty program and individual outreach campaigns, boosting repeat engagement and increasing lifetime value by 20%.
- Acted as final escalation point for sensitive customer disputes, ensuring diplomatic resolution in highpressure scenarios and maintaining >95% SLA compliance.

- Optimized SLA response time using Tableau, Zendesk, and Jira, cutting it from 4 hours to under 1 hour for 7M+ users, improving customer satisfaction (CSAT) from 60% to 95%. Developed alerts and dashboards to track performance, making the support team one of the fastest in the travel industry.
- Led migration from Freshdesk to Zendesk, transferring 100,000+ user requests, tags, and a 100+ article knowledge base in 3 months. Implemented API-driven data migration, ensuring full system integrity and legacy traceability. Improved operational efficiency by 20% and enhanced SLA tracking with AI automation.
- Created a Learning Management System (LMS) from scratch, streamlining onboarding and training, reducing HR screening time by 30%, improving knowledge retention to 95%, and increasing Net Promoter Score (NPS) by 25%.
- Developed a fraud detection system for airline ticket purchases, preventing rule circumvention losses by 99%, saving over \$1.2M annually in unauthorized resales. Automated transaction analysis, real-time alerts, and database cross-referencing for pattern detection.

Skills: Amadeus, Farelogix, TalentLMS, Zendesk, Freshdesk, Jira, CSAT, OpenAI, CrowdIn

Head of Customer Support

Aviasales | December 2014 - August 2018 | Global

Aviasales is a leading travel metasearch platform in Eastern Europe & Central Asia, with a \$1.6B GMV and 500+ employees.

- Created from zero a multichannel support system, handling 5,000+ monthly inquiries across social media, email, web, and mobile, achieving 95%+ customer satisfaction.
- Led a 10-person team, optimizing support for 15M+ users, reducing response time from 12 hours to 6 hours with Zendesk automation. Built an SEO-optimized knowledge base, enhancing self-service capabilities.
- Led crisis resolution initiatives during airline strikes and regional disruptions, enabling real-time coordination between customers and partners, and minimizing potential financial impact.
- Navigated escalated, high-stakes disputes between customers, agencies, and airlines with a diplomatic approach, achieving resolution in over 90% of cases without legal intervention.

Skills: Zendesk, KPI analysis, CSAT, NPS, Asana, HelpScout

Education

- Neural Networks and Deep Learning | Coursera, 2017
- Masters of Computers, systems, and networks | Peter the Great St. Petersburg Polytechnic University, 2012
- Masters of Public Relations | Nevsky Institute of Language and Culture, 2006

Languages

- **English:** Full professional proficiency (C1)
- **Russian:** Native or bilingual proficiency (C2)
- **Portuguese:** Limited working proficiency (B1)