

Stanislav Chekmarov

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Professional Summary

With over 3 years of experience in customer service management, I have a proven track record of improving service quality and leading a high-performing team.

I am committed to delivering exceptional customer service, improving customer satisfaction and reputation, increasing sales and revenue of your company.

Service Management Skills

- Sales Management
- Delivery Management
- Customer Care
- Social Media Marketing
- Review Management

My Approach:

- Customer-Focused
- Self-Motivated
- Value-Driven

Professional Experience

Customer Service Manager, Software Company (Hackintosh.Expert, Ukraine) 2020 - 2023

- I was responsible for revenue growth and business development
- Focused on customer attraction and retention
- Worked as a mediator between customers, the tech team, and the owner.
- *Achieved great results in business promotion by implementing exceptional Customer Service techniques.*

Caregiver, Nursing Home (Hadasim, Israel) 2015 - 2016

- Assisted patients with daily activities
- Provided compassionate and high-quality customer care
- *Promoted to Shift Manager due to my exceptional care and patience*

Sales Manager, Packaging Company (Artefis, Ukraine) 2014 - 2015

- Sales planning
- Lead generation through cold visits
- Negotiations
- Direct sales
- Follow-up
- *Increased revenue by 257% (from 35,000 UAH to 125,000 UAH) within 6 months by quickly learning and following the guidance of my mentor.*

Maintenance Manager, Rental Office Company (UkrBud, Ukraine) 2012 - 2014

- Responsible for the maintenance and repair of internal engineering networks in our buildings
- Collaborated with the technical team to solve building management issues

Certifications

- **Customer Service and Quality**, *DIVERSEcity Skills Training Centre, Vancouver, 2024*
- **Sales Management**, *Cardone University, Online, 2024*

Education

- **Master's Degree in Electrical Engineering**, *National Technical University "Kharkiv Polytechnic Institute", Ukraine, 2006 - 2012*

Last Achievement

- *Customer Service Manager, software company: **developed an excellent service** from scratch, growing it into a globally recognized resource within the community of users.*

<https://ca.trustpilot.com/review/hackintosh.expert>

Software Skills

- G Suite (Google Workspace)
- CRM Systems (e.g., PipeDrive, adaptable to all CRMs)
- WordPress
- Quick Learner: Can learn any software quickly

Personal Traits

- Optimistic
- Love Helping
- Tech Enthusiast
- Organized
- High-Achiever
- Spiritual