

# Anthony Ivanovsky

## Customer Success, IT Management & Marketing

I am a customer driven problem solver and team player who genuinely enjoys helping others. With expertise in the IT, SAAS, E-Commerce, Commercial Real Estate, and Video Marketing field.

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Toronto, Canada 📍

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## SKILLS



## WORK EXPERIENCE

### Support & Education

Lane

01/2020 - Present

[www.joinlane.com](http://www.joinlane.com)

Toronto, Ontario

#### Achievements/Duties

- Developed Lane's product knowledge curriculum for various client-side stakeholders at each stage in the customer's life cycle (New users during onboarding, use-case training for existing users).
- Providing timely, professional, and courteous support to existing users of the platform.
- Improved resources using various media including documentation, video, webinars, and slide decks to be deployed where appropriate.
- Proposed and deployed vital customer operations processes (Incident Response Process, ZenDesk Implementation, Support Pages, Help Center Resources).
- Created, managed, and produced content for Lane's client facing YouTube channel with over 35,000 active viewers ([Youtube.com/LaneHelpCenter](https://Youtube.com/LaneHelpCenter)).
- Developed accurate team metrics for Support, allowing customer interaction data to be leveraged across teams.

### Customer Support Analyst (CX)

TradeGecko (QuickBooks Commerce)

10/2019 - 01/2020

[www.tradegecko.com](http://www.tradegecko.com)

Toronto, Ontario

#### Achievements/Duties

- Resolved complex synchronization and data discrepancy issues through the analysis of logging data synced between integrated platforms.
- Proposed new opportunity and added value based on support inquiry (Account Up-sell, Rate Plan Adjustment, Integration opportunity).
- Utilized exceptional problem-solving and analytical skill sets to reproduce and identify the root cause of application issues.
- Helped customers resolve routine how-to queries by educating the customer through various self-help options and articles.
- Obtained feedback from customers to understand their needs and provide a high level of support.

## WORK EXPERIENCE

### Senior Service Desk Analyst

Revera Inc.

03/2019 - 10/2019

[www.reveraliving.com](http://www.reveraliving.com)

*Achievements/Duties*

- Offered help desk and remote support to Revera employees across Canada (Head Office, Long Term Care, Retirement).
- Administered and provisioned user accounts, adhering to company access policy. (Active Directory, MS Exchange, Yardi, PCC, JDE, Kronos).
- Diagnosed and resolved a range of software, hardware and network issues.
- Prioritized requests based on business impact and SLA (Medical Equipment Failure, Network or Phone System Outage).
- Provided 24/7 on-call Support to front line employees, ensuring the uptime of vital medical equipment and computer systems.

Mississauga, Ontario

### Senior Information Technology Manager

Tech Center Pro

04/2015 - 10/2019

[www.techcenterpro.ca](http://www.techcenterpro.ca)

*Achievements/Duties*

- Consulted with clients to implement technology solutions into their workplace.
- Built and managed a high performing team of IT field technicians and technical support staff.
- Lead IT training and security compliance initiatives in companies across the GTA.
- Proposed, sold, and implemented a range of cloud hosting services. (VM Ware Virtualization, Data Hosting, Amazon AWS, Microsoft Azure).
- Increased workplace efficiency and reduced IT spending, by crafting a success plan for each clients unique needs.
- Help acquire 32 new enterprise accounts through strategic solutions based consulting and relationship management.

Toronto, Ontario

## CERTIFICATES

Customer Service Leadership (12/2019 - Present)

*Project Management Institute*

Photoshop CC 2019: Advanced (09/2019 - Present)

*Adobe Inc.*

Shopify Essential Training (10/2019 - Present)

*Shopify*

Salesforce for Customer Service (04/2020 - Present)

*Salesforce*

Amazon Web Services: Deploying and Provisioning (04/2018 - Present)

*Amazon*

Business-to-Business Sales (10/2020 - Present)

*LinkedIn*

## EDUCATION

### Computer Networking and Technical Support (CNS)

Seneca College

*Toronto, Ontario*

### Broadcasting Television and Radio (RTVT)

Seneca College

*Toronto, Ontario*

## PERSONAL PROJECTS

Technology Reviewer (07/2016 - Present)

- [www.youtube.com/anthonyivanovsky](http://www.youtube.com/anthonyivanovsky).
- Producing engaging and informative reviews of the latest consumer electronics.

Founder and Production Manager (11/2013 - Present)

- [www.youtube.com/djmacedonia](http://www.youtube.com/djmacedonia).
- Complete production of folk Macedonian music remixes.