



Anthony Ivanovsky

Customer Success, IT Management, & Marketing

Customer Experience 🏆

🇨🇦 Made In Toronto, Canada

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🌐 www.ivanovsky.ca

Connect On LinkedIn 📄

I specialize in creating customer champions, producing video content, and leading tech firms to success. I'm passionate about technology, and have been in the business since building my first computer in high school. With a professional background in IT and computer networking, understanding complex SaaS platforms is a breeze for me. Further, I am an extrovert who genuinely enjoys communicate and helping others.

Formation

Customer Service Leadership

Project Management Institute

Salesforce for Customer Service

University Class Ennovate

Business-to-Business Sales

Brainstation Toronto

🎓 Broadcasting Television and Radio (RTVT)

Seneca College - Toronto, Ontario

🎓 Computer Networking and Technical Support (CNS)

Seneca College - Toronto, Ontario

Skills

Customer Success +5 years

Leading and Building High Performing Teams, Identifying Expansion Opportunities, Customer Retention, Solution Selling, Excellent Communicator, Customer Advocate, Relationship Management

Technical Support +6 years

Solutions Oriented, Problem Solver, Customer Experience, Team Motivator, Resident Product Expert, Zendesk, Salesforce

Digital Design +4 years

Design Thinking, Jira, Figma, Webflow, Elementor, and Wordpress, Photoshop, YouTube, Canva, Final Cut Pro Video Editing

Experience

Customer Support Lead

📅 Feb. 2021 – Currently

❤️ OnCall Health - Telehealth

Full time

Built and trained a global customer experience team, supporting both patients and providers of the platform. Defined Support SLA based on client type (SMB, Mid Market, Enterprise). Built customer facing help center, self serve chatbot, and product defect tracker.

Support & Education

📅 Jan. 2020 – Feb. 2021

🏢 Lane - Commercial Real Estate

Full time

Proposed and deployed vital customer operations processes (Incident Response Process, ZenDesk Implementation, Help Center Resources). Developed Lane's product knowledge curriculum and built accurate team metrics for tracking customer interactions.

Customer Support Analyst

📅 Oct 2019 – Jan 2020

🛒 TradeGecko - Ecommerce

Full time

Resolved complex synchronization and data discrepancy issues through the analysis of logged data. Proposed new opportunity and added value based on support inquiry (Account Up-sell, Integration opportunity). Effectively gathered customer feedback.

Senior IT Manager

📅 Apr. 2015 – Mar 2019

🏢 Tech Center Pro - SaaS MSP

Full time

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. Helped acquire 32 new enterprise accounts through strategic solutions based consulting.

Creative Director

📅 Nov. 2013 – Currently

🎥 YouTube - Tech Review & Music Prod.

Freelance

Working with designers, POs and PMs to deliver user-centered solutions to the public site of Coopeuch. Designing interfaces and creating patterns over a UI Components Kit in Sketch-Abstract-Invision workflow.