



# Anthony Ivanovsky

Customer Success, IT Management, & Video Production

Customer Experience 🏆

🇨🇦 Toronto, Canada

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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 communicating and helping others.

[Git Hub](#)

[YouTube](#)

## Formation

### Customer Service Leadership

Project Management Institute

### Salesforce for Customer Service

Salesforce Bootcamp

### 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, Empathetic Leadership, CRM

### Technical Support +6 years

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

### CX Team Building +6 years

Program Management, Process Improvement, Customer Satisfaction, KPI Building, Cross-functional Team Leadership, SaaS Product Implementation & Success

## Experience

### Manager of Onboarding Success

📅 Feb. 2023 – Present

iLobby Corp. SaaS Visitor Management

Full time

Worked with the GTM team to develop a net new Onboarding department. Built process to conduct effective kickoff calls, requirement gathering, and client training. Hired and developed Onboarding staff; successfully launched 350+ complex accounts.

### Support & Deployment Manager

📅 Feb. 2022 – Feb. 2023

iLobby Corp. – SaaS Visitor Management

Full time

Managed a hybrid team of technical support and warehouse deployment specialists. Developed client facing SLA and internal KPI to maintain set targets. Streamlined knowledge delivery through self serve and introduced innovative hardware delivery solutions for global deployments. Coached staff with a hands on approach.

### Customer Support Lead

📅 Feb. 2021 – Feb. 2022

OnCall Health – SaaS 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 – SaaS Commercial Real Estate

Full time

Proposed and deployed vital customer service operations (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 – SaaS 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.