



# Soomela, Moosa Moghadam

Senior support specialist

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## SUMMARY

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Dedicated and results-oriented Senior Customer Support Specialist with extensive experience in customer relationship management, client onboarding, and providing high-level support. Proven ability to foster strong customer relationships, enhance user experience, and drive customer satisfaction. Adept at collaborating with cross-functional teams to ensure customer needs are met and issues are resolved promptly. Please let me know if you need recommendation letters. You can check other details on my LinkedIn.

## EXPERIENCE

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11/2022 - 03/2025

### Client Relationship Manager

Movsesian diecast factory ↗

Responsibilities are as follows:

- Answer and respond to phone calls; communicate messages and information to the executive. Establish, develop, and nurture lasting relationships with customers
- SMM (social media manager of Instagram and LinkedIn)
- sales and cold calling
- Manage scheduling for the company executive. Draft, review, and send communications on behalf of company executives.
- Organize and prepare for meetings, including gathering documents and attending to logistics of meetings.

09/2024 - 11/2024

### Customer Service Representative

Bitunix startup ↗

Responsibilities:

- ☒ Respond promptly to customer inquiries via email, live chat, & phone regarding cryptocurrency products, transactions, & general queries.
- ☒ Assist customers in troubleshooting issues related to digital wallets, transactions, account access, & other crypto-related matters.
- ☒ Provide accurate information on crypto policies, procedures, & industry updates.
- ☒ Resolve customer complaints or issues with a customer-centric approach, ensuring customer satisfaction & retention.
- ☒ Collaborate closely with other departments to escalate complex issues & provide comprehensive resolutions.
- ☒ Maintain accurate records of customer interactions & transactions using the company's CRM system.
- ☒ Stay up-to-date with industry trends, new crypto, & evolving technologies.

04/2022 - 10/2022

### Customer Care Executive

Axioma ↗

I worked in the Armenian branch of this office. The first 3 months were a probation period. Then, 4

registered months with the duties down below:

- Providing support to clients and partners regarding company's products & services dealing with financial and technical questions via Asana;
- Answering all online referrals via phone, email & chat; Live chat support;
- Solving technical questions & issues with the IT department regarding MetaTrader platform & app;
- Instructions & manuals preparation for clients & partners;
- Participation in different company's projects.

08/2020 - 09/2021

### Customer Service Representative

Exinity Limited ↗

I worked in the Armenian branch of this UK-based company with the following duties:

- Assist clients worldwide through a live support via Zendesk & social media chats via Chat2Desk. Liaise with all departments to resolve issues;
- Answer e-mails through OTRS, assist with the opening of client accounts, amend existing accounts, maintain client records in SAS database & liaise with appropriate departments.
- Demonstrate impeccable telephone etiquette & management.
- Handle back office queries via TeamWox. Report to the management.
- Support clients with technical and troubleshooting issues with IT department.
- Deal with complaints of a varying nature promptly & effectively;
- Provide support and troubleshooting on MetaTrader platforms;
- Liaise with the Compliance Officer regarding complaints & approval of accounts;
- Provide all relevant information to clients regarding documents & materials for becoming a client.

06/2019 - 08/2020

### High-Tech expert

Ministry of HTI Armenia ↗

- data collection, data entry, data analysis & data management in MS Excel for high-tech IT companies and startups
- activities aimed at achieving mutually beneficial cooperation between the products of Armenia & other countries in the field of educational IT, research and development, & ecosystem development which are as follows:
- organizational assistant in events and programs such as WCIT 2019, Virtual Bridge Armenia 2020 toward Silicon Valley, 6000+ Education program 2020, Sevan Startup Summit (SSS) 2019 & NerUzh 2.0.
- administrative work, mailing, graphic design, translation, project assistant

## EDUCATION

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09/2020 - 02/2022

### IT in business

ASUE

Master's in Management (IT in Business)

Taught courses: SEO, product/project management, startup management, programming fundamentals, CRM and so on.

## CERTIFICATES

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10/2023 - 03/2024

### UI/ UX design fundamentals ↗

Inverse Online

Customer journey map/customer experience/wireframe/case study (etc. on LinkedIn and Dribbble)

SKILLS

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crypto trading	Advanced	Customer Relationship Management (CRM)	Advanced
Excellent Communication and Interpersonal Skills	Advanced	Metatrader forex	Advanced
Problem solving and Troubleshooting	Advanced	Fast learner	Advanced

LANGUAGES

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Russian	Intermediate	Persian/ Farsi	Native
English	Fluent	Armenian	Native