



5+ YEARS · GLOBAL SAAS · END-TO-END SUPPORT

CUSTOMER SUPPORT OPERATIONS

From first contact to resolution, and restored trust.

I manage customer communication, investigation, resolution, escalation, follow-up and continuous improvement - not only the inbox.

CUSTOMER CARE

Clear, calm communication

RESOLUTION

Practical answers and ownership

COORDINATION

Complete escalation and follow-up

IMPROVEMENT

Documentation and recurring signals

From the first customer message to the final outcome.

One support role. Five steps. Clear outcomes.

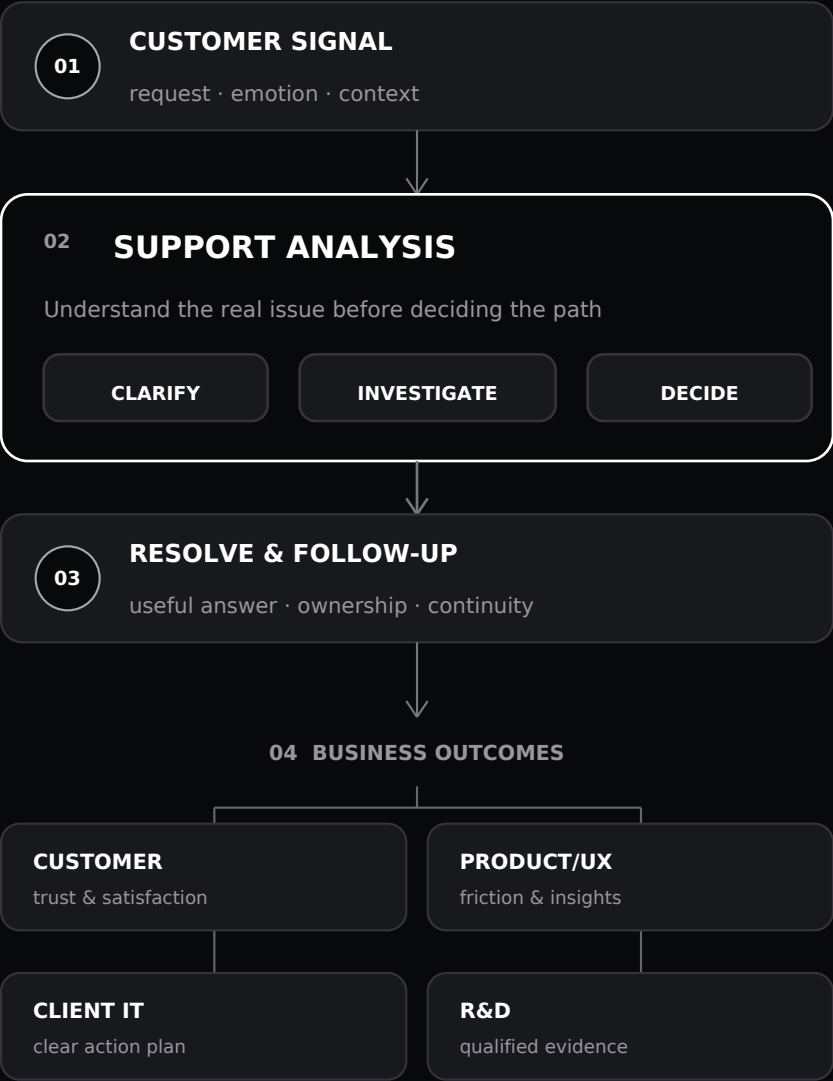
Customer conversations are not isolated messages. They are signals that must be clarified, resolved, followed through and converted into useful insight.

THE SUPPORT FLOW

- 01 CUSTOMER VOICE** Capture the request, emotion and real objective.
- 02 CLARIFY** Remove ambiguity and identify the actual issue.
- 03 RESOLVE** Deliver a useful answer, solution or next step.
- 04 FOLLOW-UP** Remain accountable until the outcome is clear.
- 05 INSIGHTS** Turn recurring friction into operational knowledge.

SATISFACTION · SUPPORT OPS · PRODUCT/UX · RETENTION

FROM CUSTOMER SIGNAL TO BUSINESS VALUE



The first message may be angry. The second can be a thank-you.

One of the most satisfying parts of support is seeing a customer move from anger, threats or cancellation language to a calm, courteous and genuinely appreciative reply. I am particularly skilled at creating that shift.

TYPICAL FIRST MESSAGE

"It's not working!!!! Your service is a rip-off!!! I am going to cancel my subscription and post reviews online!!!"

Anger · threat · loss of trust

DE-ESCALATION



TYPICAL SECOND MESSAGE

**"Thank you very much for the explanations. I followed your advice and it is working again, thank you!
Have a lovely day too,
Kind regards,"**

Calm · cooperation · gratitude

ACKNOWLEDGE

Recognize the frustration without becoming defensive.

CLARIFY

Find the real issue beneath the customer's tone.

RESTORE CONTROL

Explain ownership, timing and the next step.

DELIVER

Provide a useful answer and follow through.

I do not just close the ticket. I repair the relationship.

Different situations. The same ownership.

Customer care, practical problem-solving and useful internal feedback in the same support cycle.

01

SUBSCRIPTION CHANGE AND CHURN RISK

CUSTOMER SITUATION

A returning subscriber paid the same price but lost a key rendering benefit.

WHAT I DID

Clarified the plan, matched the right offer, applied the retention option and reported the recurring friction.

OUTCOME

Trust protected; churn risk became useful feedback.

02

TECHNICAL ISSUE BLOCKING A PROJECT

CUSTOMER SITUATION

A feature stopped working inside the customer's 3D project.

WHAT I DID

Reproduced the defect, escalated it clearly and adjusted the project so the customer could continue.

OUTCOME

Customer unblocked; developers received a precise case.

03

LOCAL ISSUE - NO ESCALATION NEEDED

CUSTOMER SITUATION

Projects appeared empty locally but displayed correctly in support.

WHAT I DID

Isolated the browser/GPU environment, provided focused steps and explained the issue without blame.

OUTCOME

A practical solution without unnecessary escalation.

Let's discuss your project.

I can support you directly or, through my company, provide a team of support agents I have personally selected and trained.

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