

NIKITA REZNIKOFF

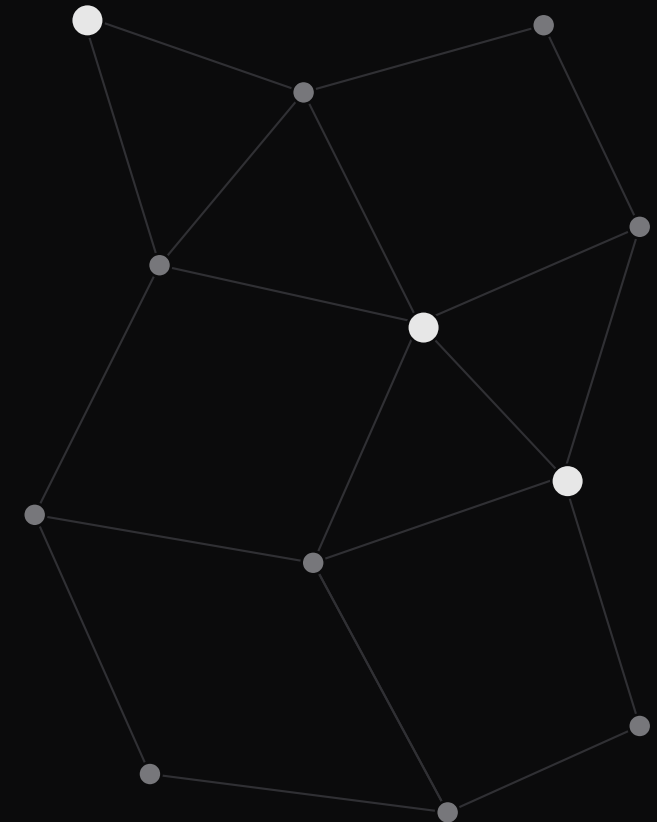
Senior Advanced SaaS Support Consultant

Complex N2/N3 Support / Technical Diagnostics / R&D Escalation / Support Enablement / Applied AI

I solve the cases standard helpdesks cannot close - then turn what I learn into better support systems, clearer engineering escalations and stronger teams.

INDEPENDENT
CONSULTANT

REMOTE - EUROPE / ASIA



novamind-global.com

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A senior support profile built for the messy middle.

Between the user report and the R&D backlog, I turn ambiguity into evidence, decisions and repeatable support practice.

5+

years

12

engineers trained

N2/N3

incident ownership

R&D

final layer before escalation

DIAGNOSE

Browser, GPU/WebGL, network, rendering, configuration and project data.

STRUCTURE

Reproduction steps, evidence, ticket quality, prioritization and escalation logic.

TRANSFER

Training, playbooks, documentation and decision frameworks for durable autonomy.

IMPROVE

Recurring field patterns translated into Product, UX, Marketing and R&D input.

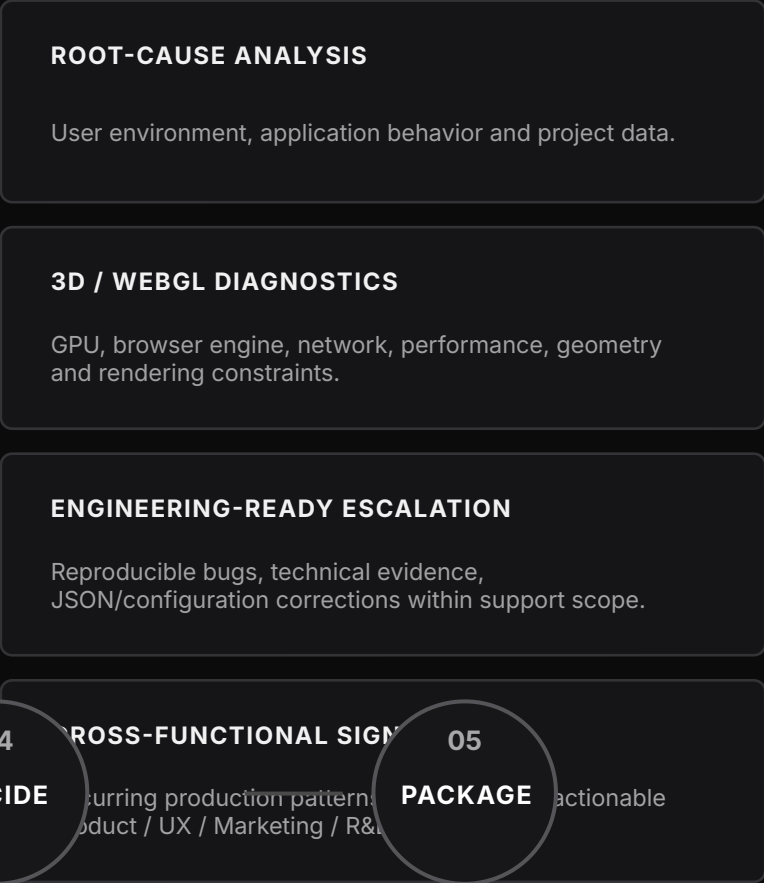
HOMEBYME - DASSAULT
SYSTEMES (3DS)

Owning the cases that survive first-line support.

Senior Cross-Functional SaaS Consultant / Jan 2021 - Jan 2025

Mandate

Final technical support layer before R&D for a globally deployed 3D SaaS product.



HOMEBYME - DASSAULT
SYSTEMES (3DS)

From expert dependency to team autonomy.

Transition & Knowledge Transfer Lead / Jan 2025 - May 2026

The challenge was not simply “training support”. It was transferring judgement: how to investigate, when to stop, what evidence matters, and when an escalation is truly R&D-ready.

OUTCOME

Service continuity protected while complex-case decision quality, documentation and long-term autonomy were preserved through restructuring.

12

ENGINEERS

trained through a structured transition

- 1 Map tacit knowledge
- 2 Build progressive curriculum
- 3 Create playbooks + escalation criteria
- 4 Shadow complex cases
- 5 **Validate decision autonomy**

Support is an investigation system, not a queue.

My goal is to reduce uncertainty as early as possible - before it reaches engineering.



EVIDENCE > ASSUMPTION

Screenshots, environment data, reproduction, console/network signals, project state.

DECISION QUALITY

A good escalation answers "what did we eliminate?" as clearly as "what failed?".

REUSABILITY

Every hard case should improve the next one through documentation, patterns or tooling.

AI where it improves reasoning, routing and speed.

A practical layer on top of support expertise - not a replacement for product understanding.



PROMPT ENGINEERING

Instruction architecture, reasoning workflows, multi-model use and output evaluation.

AI AGENTS

Hugging Face AI Agents course in progress; agent architecture, tool use and smolagents workflows.

VIBE CODING

AI-assisted prototyping and web development, including novamind-global.com and solulu.info.

MODEL QUALITY

Multimodal evaluation for correctness, reasoning quality and instruction fidelity.

Technical enough to investigate. Human enough to explain.

WORKING TOOLKIT

Zendesk

SupportHero

FastSpring

Google Workspace

Microsoft 365

JSON

Browser DevTools

WebGL / GPU

Network diagnostics

LLM tools

RAPID SELF-LEARNING
Fast adoption of unfamiliar software, tools and technical environments.

LATERAL & SYSTEMS THINKING
Pattern recognition, edge-case detection and non-linear problem solving.

BACKGROUND

2026	Hugging Face - AI Agents Certificate of Fundamentals of Agents (in progress)
2019-2021	42 Paris - Software Engineering C, systems and networks
2017-2018	Paris 13 - Business Creation & Management Entrepreneurship and operations
2011-2017	MJM / Conde Arts School Design, visual arts & art history
Foundation	Literary & humanities curriculum Critical reading, synthesis and nuanced writing

Where I create the most leverage.

01	Complex-case backlog	When support has cases everyone has touched but nobody truly owns.
02	Recurring technical incidents	When the same “mystery bug” keeps returning in different forms.
03	Escalation quality	When R&D receives too many tickets with too little evidence.
04	Support transition	When expert knowledge must survive restructuring, insourcing or scale.
05	Support + AI prototyping	When ticket analysis, routing or knowledge workflows could be accelerated with LLMs.

LET'S TURN HARD CASES
INTO BETTER SYSTEMS.

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AVAILABLE FOR REMOTE
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