

Aleksandr Potylitsyn

Customer Support / Account Manager

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Russian citizen · work permits: Russia, Serbia · Remote

More about my client work: portfolio.av-potylitsyn.workers.dev/support

ABOUT ME

Customer support and account management professional with 15 years of client-facing work: 9 years managing wholesale (B2B) clients and complaints at a manufacturing company, almost 5 years selling to and supporting buyers of my own bag brand via Instagram, WhatsApp, email and phone. Strengths: finding root causes, long-term relationships with regular clients, explaining complex things in plain words, payments, returns and documents. Ran a business remotely from abroad for two years. I use AI tools to get up to speed on unfamiliar topics quickly.

KEY SKILLS

- Client support via messengers, email and phone: consulting, status updates, resolving requests
- Managing regular B2B clients and long-term relationships, upselling
- Handling complaints and disputes: finding the cause, explaining, keeping the client's loyalty
- Payments, returns and exchanges; primary documents, accounting, cash handling
- Collecting client feedback and improving the product from reviews
- Handling objections, negotiating with partners and contractors
- Task setting, deadline control, coordinating contractors and teams
- Documentation, guides, training a team and interns

CLIENT-FACING EXPERIENCE

ITSMYBAG · Saint Petersburg

07.2019 – 04.2024 (4 years 10 months)

Founder and project lead (designer bag brand)

- Led buyers from the first message to repeat orders: consulted in Instagram and WhatsApp, by email and phone; asked what the person would use the bag for before suggesting a model
- Took 10–15 orders a month; regular buyers came back for new ones; offered add-on products (accessories, pins)
- Handled payments, returns and exchanges and sent each customer a receipt from the app after the sale; took defect and repair requests and solved delivery problems together with the workshop and contractors
- Collected and analysed reviews and used them to improve the product and service; fixed weak points of the product before it went into series
- Set up production from scratch: found seamstresses, materials and fittings and checked the quality of every batch
- Ran social media and ads, presented the product to buyers in person at fairs; built the brand website, wrote its copy and organised photo shoots
- Ran the brand remotely from abroad for two years: production, customers, logistics

Primamebel · Saint Petersburg

06.2006 – 07.2015 (9 years 1 month)

Warehouse manager, production supervisor

- Worked with small wholesale clients, the company's regular customers (B2B): direct contact by email and phone, payment and debt control; later also private customers
- Took and investigated complaints from clients and suppliers: found the cause and explained it in detail; kept the client's loyalty and defended the company when a claim did not match the facts; took defect and repair requests
- Led difficult negotiations with a supplier in China through an interpreter; as a result, because of the quality level, the company decided to set up its own production
- Ran the warehouse cash desk and was responsible for all money passing through the warehouse; paid out wages to workers
- Prepared primary documents (waybills, acts), issued invoices, kept stock records and receiving in 1C (Trade and Warehouse)
- Managed a team of 5 after the production opened: training, quality and deadline control; responsible for product quality
- Developed the company website and wrote its copy, organised photo shoots, laid out the catalogue myself and sent it to the printer

ADDITIONAL EXPERIENCE

InStories (mobile app)

06.2024 – 12.2025 (1 year 7 months)

Graphic AI designer

- Ran releases on the content team side, tasks, statuses and documentation in Jira and Notion; wrote guides for new features and processes
- Worked with the product team and developers and collected user feedback during feature launches
- Tested and controlled template quality before release, reducing errors; led interns: task setting, training, quality control

Glam AI, Happyin, OIS.Pink, Margins Club

03.2026 – 08.2026 (6 months)

Web and UI designer, freelance

- Worked with clients on websites and interfaces: presented and explained decisions, made changes until approval; 100+ screens and layouts

TOOLS

Used: Notion, Jira, Excel, Google Sheets, Word, 1C (Trade and Warehouse), My Warehouse, Zoom, Google Meet, Amplitude, Google Analytics and Yandex Metrica (basic), ChatGPT, Claude, DeepSeek

Ready to learn: CRM (Bitrix24, amoCRM, HubSpot), Zendesk, Intercom, Jira Service Desk

LANGUAGES

Russian: native

English: B1: reading documentation, simple spoken conversation; AI tools and translators for complex cases

Serbian: A2

EDUCATION

2006 Saint Petersburg State Marine Technical University, economist-manager

2025 UPROCK.School, UX/UI designer: from zero to Middle+ (diploma project NWDS, "Best Design" award)

2024 Yandex Practicum, graphic design