

Nikita Khashkin

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💻 .crover 🌐 Website 💬 LinkedIn 📱 X 📡 Telegram

🌐 LANGUAGES

Russian



English



💡 SKILLS

Customer Support | Social Media Management | Discord | Slack |
Adobe Photoshop | Translation | Communication | Computer Hardware | Linux |
Mattermost

💼 PROFESSIONAL EXPERIENCE

Technical Support Specialist, EdgeCenter

03/2024 – present

[Full-Time]

- Support and engaging digital product suite, including CDN, Cloud, Streaming Platform, DDoS Protection, Hosting, etc.
- Managing and responding to customer's inquiries via various channels such as chat, email, and phone, proficiently in both Russian and English.
- Monitoring system performance and promptly address any operational issues.
- Diagnosing incidents and facilitate escalation processes to appropriate technical support levels.
- Gathering feedback on service quality and formulate requirements for product enhancement initiatives.

Community Moderator, Thunderobot

05/2023 – 05/2024

[Freelance]

- Managing official brand community channels
- Processing questions and problems from users through a ticket system
- Preparing and publishing news for the official social media

Tournament Operator, Logitech Esports Services

10/2021 – 06/2022

[Freelance]

- Community support and interaction
- Community moderation

- Tournament operations

Community Moderator, MetalCore ↗

12/2021 – 10/2022

[Full-time]

- Monitoring, reviewing, and moderating community channels
- Reviewing issues, player reports, and suggestions from the community
- Providing basic player support to the community members, answering general questions and concerns, and providing solutions to problems
- Helping plan and run social content and community events
- Working with community managers to generate new ideas and campaigns to grow the community

Regional Brand Representative, Twire ↗

08/2021 – 10/2021

[Freelance]

- Managing official regional communication channels
- Searching and cooperating with ambassadors
- Translation and publication of news for regional communication channels

Customer Support Agent, MoGi Group ↗

06/2021 – 10/2021

[Full-time]

- Processing questions and problems from users through a ticketing system
- Answering queries on blogs and forums
- Collection and sorting of information about players problems

Host Team Lead, G-Loot / GLL ↗

05/2019 – 05/2021

[Full-time]

- Managing and supporting game hosts
- Preparing and conducting online events and tournaments
- Engaging and conveying information to players via multiple communication channels (email, discord, streaming platforms, etc.)
- Translation and publication of news for regional communication channels

Game Host, G-Loot / GLL ↗

01/2019 – 05/2019

[Freelance]

- Tournament management
- Creating and observing game lobbies
- Engaging and conveying information to players via multiple communication channels (email, discord, streaming platforms, etc.)

Community Moderator, G-Loot / GLL ↗

11/2018 – 01/2019

[Volunteer]

- Engaging and conveying information to players via multiple communication channels (email, discord, streaming platforms, etc.)
- Translation and publication of news for regional communication channels
- Conducting online events

Community Moderator CIS, PUBG Corporation

11/2017 – 05/2018

[Volunteer]

- Content moderation
- Social media management
- Bug hunting
- Conducting online events
- Customer Support
- Translation

Community Moderator, Electronic Arts (Battlefield Russia)

01/2016 – 02/2017

[Volunteer]

- Content moderation
- Conducting online events
- Social media management
- Customer Support
- Translation

EDUCATION

Astrakhan College of Computer Engineering, Associate degree

2013 – 2017

Information Security faculty