

Yahor Darashkevich

Customer Support & Customer Experience Executive

SaaS, eCommerce & Subscription Support Operations | Zendesk, AI, BPO & Customer Experience Strategy

Remote · U.S. & EU work-authorized · yahor@darashkevich.com · +1 (617) 528-9656 · linkedin.com/in/darashkevich · darashkevich.com

95+

AGENTS

1.5M+

TICKETS

35K

TICKETS / MONTH

89%+

CSAT

<4h

FIRST REPLY

2

BPOS MANAGED

EXECUTIVE PROFILE

Customer Support and Customer Experience executive with 15+ years leading high-volume SaaS, eCommerce, subscription, and technology-enabled support operations. Built Ka'Chava's support function from a 1-agent operation to 95+ agents at peak growth, supported 35K-ticket peak monthly volume, led 1.5M+ resolved tickets, and maintained 89%+ CSAT.

Known for building scalable support operating models across Zendesk Advanced AI, self-service, BPO/vendor operations, QA, workforce planning, escalation management, KPI reporting, and Voice of Customer programs that connect frontline support to retention, operations, and executive decision-making.

PROFESSIONAL EXPERIENCE

Sr. Director of Customer Support

2017 – 2026

Ka'Chava / Tribal Nutrition LLC · Remote

- **Built and scaled the customer support organization** from a 1-agent operation to 95+ agents at peak growth, establishing the staffing model, workflows, QA standards, and operating processes needed to support rapid subscription and eCommerce growth.
- **Led operations through 1.5M+ resolved customer tickets** and peak volume of 35K tickets/month while maintaining 89%+ CSAT across a high-volume, multi-channel consumer environment.
- **Reduced first reply time to under 4 hours** by improving Zendesk workflows, routing, macros, workforce planning, and performance management across internal and outsourced teams.
- **Rolled out Zendesk Advanced AI agents** across chat and email, expanding automation and self-service capabilities while maintaining quality standards and escalation control.
- **Owned support operations** for subscriptions, billing, refunds, returns, shipping issues, product questions, escalations, and retention-related customer friction.
- **Managed two BPO partners**, including vendor performance, onboarding, coaching, QA alignment, staffing coverage, and operational consistency during launches, seasonal spikes, and fulfillment disruptions.
- **Built reporting frameworks** covering CSAT, ticket volume, first reply time, resolution time, sentiment trends, escalation rates, customer pain points, and recurring operational issues.
- **Partnered with operations, fulfillment, marketing, retention, and product teams** to surface customer insights and translate frontline feedback into operational improvements.

CORE STRENGTHS

LEADERSHIP & STRATEGY

- Customer Support Leadership
- Customer Experience Strategy
- Cross-Functional Leadership
- Voice of Customer

OPERATIONS

- SaaS Support Operations
- eCommerce & Subscription Operations
- BPO / Vendor Management
- Workforce Planning
- Escalation Management

PLATFORMS & AUTOMATION

- Zendesk Suite / Explore
- Zendesk Advanced AI
- Help Center & Knowledge Management
- Shopify / ReCharge Workflows

ANALYTICS & QUALITY

- CSAT / QA
- KPI Reporting
- Support Analytics

EARLIER EXPERIENCE

Zendesk & Customer Happiness Consultant

2015 – 2019

Freelance · Remote

- **Implemented and optimized Zendesk Suite environments** for growing support teams, including workflows, automations, macros, reporting, help centers, and integrations.
- **Designed SOPs, support processes, and reporting dashboards** aligned with operational goals and customer experience best practices.
- **Recruited, trained, and managed support agents** while advising clients on support quality, KPI tracking, and operational scalability.

Support & Training Specialist

2013 – 2015

TeachPoint · Cambridge, MA

- **Developed support, onboarding, and customer education strategies** for a SaaS education technology platform.
- **Delivered technical support through Zendesk and phone channels** while managing onboarding, training webinars, scheduling, and help center content.
- **Collected support metrics and customer feedback** to help improve the product and customer experience.

Specialist / Family Room Specialist

2011 – 2013

Apple · Cambridge, MA

- **Delivered 3,000+ customer support and training sessions** across Apple mobile, computing, and software products in a high-volume retail environment.
- **Troubleshoot hardware and software issues** and supported customers with device setup, data transfers, and service workflows.

Research Associate

2010 – 2011

Forrester Research · Cambridge, MA

- **Supported analyst research and consulting projects across technology markets**, including mobility, security, video communications, and smart cities. Created data cuts, presentation materials, conceptual graphics, and report drafts for client deliverables.

EDUCATION

St. Lawrence University

Bachelor of Arts, Government · Canton, NY · 2010

United World College of the Adriatic

International Baccalaureate · Duino, Italy · 2006

TECHNOLOGY & LANGUAGES

Technology: Zendesk Suite, Zendesk Explore, Zendesk Advanced AI, support analytics, knowledge management systems, help center platforms, Shopify, ReCharge

Languages: English, Belarusian, Russian; intermediate French, Italian, and Polish.