

Oleg KISELEV

Team & Operations Manager

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[@kiselevos](#) · [github.com/kiselevos](#)



Age: **35 y.o.**

Family: **married**

Sport: **hiking, trekking**

Location: **Bangkok, Thailand**

Languages

English (B1–B2)

Russian (native)

Skills

Team leadership

Process optimization

CX metrics & analytics

Service automation

Crisis management

Cross-functional collaboration

Go · SQL · Creatio · Trello · Excel

• 2023 Self-taught backend (Golang)

Personal & freelance projects

Self-taught backend development, including freelance work. Go, gRPC, PostgreSQL, Docker.

• 2021 Teamlead Customer support

Decathlon Russia, office

Led the internal support team (email, chat, warehouse, reviews), up to 16 people. Responsible for team structure, workload planning and service quality.

• 2020 Customer Service Manager

Decathlon Russia, office

Handled customer requests across all channels, resolving problems and complaints. Within a few months, moved up to lead the team.

• 2019 Department Manager

Decathlon Russia, Zelenopark

Several store departments, 7 direct reports: sales, economics, team development and safety

• 2018 Sales Assistant

Decathlon Russia, Zelenopark

Sport leader in the Hunting department

Key achievements

→ **Restructured the support team** into led channels. **Promoted three teammates** into channel leads (chat, warehouse, reviews) instead of managing everyone directly. Over time these areas grew into independent departments.

→ **Redesigned the customer request flow.** Added call-center operators as a first line (~30% of chats) and removed the email form from the website; the internal team handled only complex cases and complaints. **Duplicate tickets -35%, AFRT email 22h → 9h.**

→ **Reduced incoming requests by working with other teams.** Initiated weekly meetings with logistics, IT, finance and warehouse on customer complaints; together the team brought contact rate from **7 → 4 inquiries per 10 orders.**

→ **Sped up and automated service:** chat first response **4 → 1 min**; chatbot and IVR **resolved ~21% of requests** without an operator (wrote scripts, reworked request categories).

→ **Kept service stable through a ×5 request surge** (new-site launch + the company's market exit) – prioritization system + fast onboarding of **~150 temporary staff** from closing stores.

→ Self-taught Go backend (since 2023) – shipped a gRPC tax-calculation service and a stateful Telegram bot.