



Greg Bardakhanov

Contact Information

E-mail: hello@iamgregb.io **Tel:** +357 97 447209

Website: <https://iamgregb.io>

Linkedin: <https://www.linkedin.com/in/gbardakhanov>

HireGregGPT: <https://chat.openai.com/g/g-ZxTXi6fHp-hire-greg-gpt>

-  [About](#)
 -  [Work experience](#)
 -  [Skills and certifications](#)
 -  [Education](#)
 -  [References and recommendations](#)
-

About

With over a decade in the software industry, I've advanced from Customer Support to Customer Success and Privacy Management, solving complex challenges and creating value for customers. I specialize in enhancing satisfaction, building trust, and ensuring compliance with privacy regulations.

Key Strengths:

- **Customer Support Excellence:** 10+ years of experience in resolving intricate customer issues efficiently, contributing to high satisfaction rates and loyalty.
- **Customer Success:** Great at building strong relationships with clients, understanding their needs, and helping them get the most out of products while driving real results for everyone involved.

- **Writing Chops:** Versatile writer adept at crafting compelling content across various formats, from technical docs to marketing copy.
- **Privacy and Compliance Expertise:** Currently serving as a Privacy Manager / Data Protection Officer (DPO), overseeing GDPR compliance and implementing robust data protection strategies.
- **Project Management:** Skilled in managing cross-functional projects, particularly in privacy and compliance domains.
- **Technical Acumen:** Deep understanding of software systems, security protocols, and data protection technologies.
- **Communication:** Exceptional storyteller adept at engaging with diverse stakeholders, from customers to C-level executives.
- **Adaptability:** Proven ability to thrive in remote work environments and collaborate effectively with global teams.

Right now, I'm based in Limassol, Cyprus (GMT+2/3).



Work experience

FaceApp

February 2024 – Present, Limassol, Cyprus

💡 **FaceApp** is one of the most popular photo editing apps around the world. The top app of 2019 globally that offers a fantastic set of AI filters, backgrounds, effects. Website: <https://www.faceapp.com/>

Privacy & Support Manager / DPO

February 2024 – present, Lymassol, Cyprus

- Leading the organization's privacy program, ensuring GDPR compliance and effective data protection through RoPA, DPIAs, LIAs, DSR handling, vendor assessments, privacy-by-design integration, and data breach response planning.
- Implemented continuous compliance processes using the [Drata](#) platform, improving efficiency and oversight.
- Collaborating with Security and Legal teams to address ongoing privacy and compliance challenges.
- Serving as the primary point of contact for customer inquiries related to privacy and data protection, providing expert guidance and fostering trust.
- Coordinating and supporting the organization's support team, ensuring efficient case handling, clear communication, effective escalation management, and consistent delivery of high-quality customer service while fostering collaboration, knowledge-sharing, and customer trust.

...

37signals/Basecamp

November 2021 – November 2023, remote

💡 **37signals** is a company behind Basecamp, HEY, and Once products, authors of *Remote*, *Rework*, and *It Doesn't Have to Be Crazy at Work* books. Website: <https://37signals.com/>

Customer Support and Success Specialist

November 2021 – November 2023, remote

- Delivered top-notch Customer Support, ramping up satisfaction levels and staying active in the Basecamp community.
- Identified and gathered information on customer issues and communicated them to the appropriate engineering teams.
- Provided solid support and quality assurance for Basecamp, HEY, and other suite of software (that is supported [until the end of internet](#)), ensuring users had no trouble using the apps. Stepped up to solve some of the trickier problems.
- Managed the customer support aspect of the incident management process.
- Led Customer Success initiatives, creating guides and resources to help customers make the most of the software, fostering stronger relationships, and driving long-term satisfaction.
- Took charge of keeping the help docs and knowledge base fresh and friendly – no jargon, just the stuff folks actually need to help themselves.
- Got the hang of the [Shape Up](#) methodology for running projects; it's all about hitting goals without the usual run-around.

• • •

1Password

July 2016 – October 2021, remote

💡 **1Password** is a password manager developed by AgileBits Inc. It provides a place for users to store various passwords, software licenses, and other sensitive information. Website: <https://1password.com>

Privacy & Compliance Specialist

December 2020 – October 2021, remote

- Led privacy and compliance projects from inception to completion.
- Responsible for data governance, due diligence, and compliance programs.
- Assisted internal Sales Enablement team with client questionnaires and risk assessments, and gained familiarity with various questionnaires such as SIG, HECVAT, CAIQ, VSAQ, and others.
- Assisted with vendor risk assessments and third-party vendor reviews.
- Helped with internal documentation and policies.

- Worked with marketing department on privacy and analytics programs, contributing to a collaborative work environment.
- Knowledge of security, privacy, and compliance related to SaaS, cloud infrastructure, and remote working environments.
- Contributed to SOC2 Type 2 certification, CSA-STAR Level 1 self-assessment, and GDPR compliance projects.
- Investigated ISO 27001 certification and introduction of the GRC/continuous compliance platform to manage control mappings, evidence, policies, and procedures more efficiently and centrally.

Senior Customer Support Specialist

July 2016 – December 2020, remote

- Focused on 1Password for Windows project.
- Helped with billing and other account questions in addition to customer service via email and community forum.
- Helped with Customer Success responsibilities by creating resources and guides to help users get the most out of 1Password, improving their overall experience and satisfaction.
- Collaborated with QA specialists and developers to resolve software issues.
- Assisted with translation and localization projects, leveraging bilingual skills in English and Russian to assist users worldwide.
- Became an expert in issue tracking and project management software through work on this project, allowing for more efficient issue resolution.

...

Kiwi Education

April 2015 – December 2015, Auckland, New Zealand

 **Kiwi Education** is a recognized educational and immigration agency, and the leader of the New Zealand education market. Website: <https://kiwieducation.com>

Digital Marketing Manager

- Played an integral role in pioneering the agency's early internet marketing endeavors.
- Contributed to brand strategy and development initiatives.
- Initiated the creation of the company's email newsletter, which has remained a steadfast communication channel.
- Boosted website traffic and facilitated SEO optimization and UI enhancements.
- Contributed to social media marketing, content management, and copywriting efforts.
- Implemented advertising and analytics systems for optimal performance and data-driven insights.

SPB TV

September 2011 – December 2014, St-Petersburg, Russia

💡 **SPB TV** is a company developing technological solutions for OTT TV, IP TV and mobile TV. Website: <https://spbTV.com>

Head of Customer Support

September 2011 – December 2014, St-Petersburg, Russia

- Responsible for providing technical support and ensuring customer success through various channels (phone, email, forum, social media).
- Trained several employees on different support systems and handling challenging customer interactions.
- Resolved customer issues and complaints by understanding situations, providing best solutions, and following up on cases.
- Worked on resolving software issues, performing quality assurance checks, conducting user experience research, creating reports, and developing test cases for mobile and desktop applications.
- Gained knowledge of various support and issue tracking systems like FogBugz, Kayako, ZenDesk, JIRA, and others through experience.

Marketing Assistant

January 2013 – September 2013, St-Petersburg, Russia

- Provided assistance in PR and marketing activities such as social media management, survey coordination, and localization.
 - Participated in prominent industry events such as Mobile World Congress 2013 and CSTB Telecom & Media 2014 in the role of a marketing assistant.
 - Prepared for participation in industry events.
-

🏆 Skills and certifications

Skills

- **Customer Support & Success Expert:** Over 10 years of experience in diverse, fast-paced customer support environments (SaaS).
- **Privacy, Security, and Compliance Proficiency:** Knowledgeable in GDPR, SOC2 Type 2 certification, ISO, and other standards.
- **Incident Response & Crisis Management:** Skilled in managing critical customer-related incidents efficiently.
- **Support Systems Savvy:** Experienced with Help Scout, Kayako, ZenDesk, Cerb, and other customer support tools.

- **Foundational QA and Testing Skills:** A solid foundation in QA, capable of identifying, reporting, and assisting in the resolution of bugs and issues, ensuring software reliability and user satisfaction.
- **CI/CD and Software Development Cycle:** Solid understanding, enabling effective collaboration with development teams.
- **Git & Ticketing Systems:** Proficient in GitHub, GitLab, JIRA, and similar version control and project management tools.
- **Project Management Expertise:** Experienced in leading and coordinating diverse projects, with a strong grasp of Agile, Shape Up, and other methodologies, ensuring timely and successful project delivery.
- **Technical & UX Writing:** Strong skills in creating clear, user-friendly documentation and help content, with proficiency in Markdown and other markup languages.

Online courses and certifications

- **Foundations of Privacy and Data Protection** – May 2024, IAPP
- **Introduction to Technical Writing** – December 2022, Udemy
- **Introduction to UX Writing** – December 2022, Udemy
- **ISO 27001 Foundations Course** – June 2021, Advisera
- **Information Systems Auditing, Controls and Assurance** – April 2021, Coursera
- **Fundamentals of Python. Interactive course** – October 2020, Geekbrains
- **Linux. First level** – September 2020, Geekbrains
- **Programming for Everybody (Getting started with Python)** – June 2019, Coursera

...

Education

Graduate Diploma in Applied Business

2015 – 2016, Whitireia Community Polytechnic, Auckland, New Zealand

Classes included: Consumer Behavior, Business Data Analysis, International Marketing, Project Management, Industry Project, and E-business.

...

Bachelor's Diploma in Linguistics and Interpretation Studies

2005 – 2010, Buryat State University, Ulan-Ude, Russia

...

References and recommendations

- ▼ [Chase Clemons](#), head of support @ 37signals



Clemons-Bardakhanov-Recommendation-Letter.pdf
PDF Document
81.0 KB

- ▼ [Joan Stewart](#), support manager @ 37signals



Stewart-Bardakhanov-Recommendation-Letter.pdf
PDF Document
32.0 KB

- ▼ [Rosa Gutiérrez Escudero](#), lead programmer @ 37signals

I had the pleasure of working with Greg for a couple of years at 37signals. He was a fantastic asset to our customer support team, thanks to his great troubleshooting skills, sharp technical intuition and experience in security and privacy. He was really thorough and detailed and always a big help when dealing with complicated bugs. In addition to all that, he did excellent work keeping our help pages and lots of external documentation updated and creating new documentation for new features, which were incredibly useful for our customers but also for us internally.

I appreciated very much his enthusiasm, diligence and professionalism. I couldn't recommend Greg enough!

- ▼ [Pilar Garcia](#), Senior Data Security and Privacy Lead @ Helpscout



Garcia-Bardakhanov-Recommendation-Letter.pdf
PDF Document
21.0 KB

More references and recommendations are available on LinkedIn and per request. Please [email me](#).