

Timur Burak

PROCESS & OPERATIONS DESIGN · CUSTOMER SUCCESS

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I build processes that don't break at night.

Built a 25-person, 5-market support operation at Yango (Yandex) from scratch — hiring, routing, QA, planning — and made it run without me. Now running escalations and cross-team operations for 80+ enterprise merchants at CloudPayments (T-Bank Group). Python automation wherever work shouldn't be done by hand.

60→96%

SLA · Yango

71→87%

CSAT · Yango

19→71%

FRR · Yango

85→96

QA /100 · Yango

8h→15m

workload distribution

6h→10m

payment reconciliation

01 EXPERIENCE

Key Account Manager — Customer Success & Operations

Oct 2025 — present

CloudPayments (T-Bank Group) · payment processing

- Run escalations and cross-team processes across support, product and engineering for **80+ VIP B2B merchants** processing €165M+ monthly — **CSAT 4.98/5.0 and SLA 99.8%**, Oct 2025 — Jul 2026
- Retained a **€3.3M+/month merchant** by taking over a live escalation call
- Cut monthly workload distribution from **8 h to 15 min** with a self-built Python optimizer (constraint-based allocation)
- Standardized incident handoffs: escalation playbooks and templates adopted team-wide; mentor new hires

Yango (Yandex)

Jun 2023 — Oct 2025

international ride-hailing & delivery platform

International B2B Support Lead

↑ Promoted internally

Jan 2024 — Oct 2025

- Built the support operation end-to-end for a **25-person team** across CIS, Middle East, Africa and LatAm: hired 20 specialists; designed routing, knowledge base, QA framework, shift scheduling, escalation tiers
- In 9 months: **SLA 60→96% · CSAT 71→87% · FRR 19→71% · QA 85→96/100**
- Launched **24/7 coverage** from scratch: shift structure, escalation tiers, on-call protocols for high-severity incidents
- Ran planning across **5 markets and 3 time zones**: retros, seasonal cycles, strategy → OKRs → weekly execution
- Aligned processes with 6+ product, sales and tech teams; co-drove premium corporate transfers (UAE) and a mystery shopper audit (Serbia)
- Automated the ops routine in Python: reconciliation 6 h → 10 min, self-serve SLA/CSAT reporting
- Rebuilt hiring and performance review framework — **QA score 85→96**

Partner Support Specialist

Jun 2023 — Dec 2023

- Multilingual B2B support (RU/EN/RO) across CIS. My personal edge-case library became the team's official SOPs; covered team-lead duties on shifts

02 PRODUCT & SIDE PROJECTS

Vitals — personal health data lake with an AI navigator

github.com/ilodezis/vitals

Self-hosted FastAPI/PostgreSQL across 15 health domains, Garmin/Hevy sync; built-in **MCP server exposing 75 tools to Claude** (OAuth 2.0 + PKCE). Solo, schema to production.

Ops tooling — in production at Yango & CloudPayments

github.com/ilodezis

Discrepancy Finder (Excel-reconciliation GUI, 6 h → 10 min, 7 releases) · Kassa Distributor (constraint-based workload balancer) · StatsGen (SLA/CSAT digests) · Shtrafinator (fine-notice automation)

03 SKILLS

OPERATIONS

Process design · escalation architecture · OKR / KPI frameworks · change management · cross-team planning & facilitation · onboarding programs · knowledge-base architecture · SLA / CSAT / FRR / TPH

AUTOMATION

Python · advanced Google Sheets · DataLens / OLAP · automated reporting & workflow scripting

PLATFORMS

Zendesk · Jira · Confluence · Notion · Yandex Tracker · Slack · Miro

LANGUAGES

English — B2 · Russian — native · Romanian — B1

04 EDUCATION

Moscow Technological Institute — B.Sc. Management & Project Management, in progress (expected 2029)