

Konstantin Annikov

Director, Worldwide Customer Service

annikov.com

Contact

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Manager Skills

Project management
Stakeholder mapping — delivery

People management
100+ people: product, devs, Support, TAMs

Product management
Full lifecycle: GTM, launch, iterate

Support management
CSAT, SLA, quality, self-service

Technical Skills

AI & Agentic Systems
Support agents (Agentic SDK), AI Routing, AI Review

GoLang
Middle SWE level

Networking
web servers, DNS, firewalls, mail

OSes
Linux, Windows, macOS (CLI)

CI/CD

k8s

Languages

English (C1)

Russian (Native)

Dutch (A2)

Education

Novosibirsk State Technical University
Bachelor in Control in Technical Systems — 2011–2015

Summary

Customer Service leader with 10+ years in B2B and B2C software support.

Currently heading a 100+ person worldwide organization at JetBrains — Support Operations, Technical Account Management, Sales Support, Technical Support, and development teams.

I turn support into a strategic, data-driven function: built Enterprise Support from scratch (€1M+ in year two), cut SLA from days to hours, and rolled out AI automation across the org.

Target role: Director of Customer Service / VP of Customer Experience

Work Experience

Director, Worldwide Customer Service

JetBrains 2019–Present • Amsterdam, Netherlands

- Leading Customer Service department with 100+ people, overseeing Support Operations, Technical Account Management, Sales Support, and Technical Support teams.
- Grew the leadership layer — hired managers and team leads, defined career frameworks, and built cross-functional partnerships with Product, Sales, and C-level stakeholders.
- Increased CSAT by 14%, reduced SLA from 3+ days to 2 hours, and implemented ticket quality reviews.
- Rolled out AI automation across 10+ teams, including routing, sentiment detection, severity assessment, and post-analysis.
- Built Enterprise Support from scratch — generated €1M+ profit in the 2nd year.
- Scaled support chatbot to 3K+ chats/month with 80% CSAT and 75% deflection rate.
- Established data-driven feedback loops for product teams, automating insights into top bugs and feature requests.

Junior Support Engineer — Support Team Leader

Parallels (Plesk) 2014–2019 • Novosibirsk, Russia

- Led a 5-engineer team within an 8-team support organization.
- Reviewed and analyzed 1000+ tickets with negative CSAT to identify patterns and improve processes.
- Authored 500+ knowledge base articles to reduce repeat tickets and improve customer self-service.