

PAYMENT OPERATIONS SPECIALIST | PSP COMMUNICATION | TRANSACTION MONITORING | CUSTOMER SUPPORT &&&& QUALITY CONTROL

🔄 6 серпня 📍 Місто: [Львів](#)

Вік: 30 років

Режим роботи: повний робочий день, вільний графік роботи, віддалена робота

Категорії: Офісний персонал, Торгівля, продажі, закупівлі, Інші пропозиції

Опис

I am a Customer Support and Payment Operations professional with over six years of experience in high-load environments, including iGaming, telecommunications, and payment-related products.

I started my career in customer service and gradually progressed into mentoring, quality control, and payment operations. This background allows me to understand both the customer side of the product and the operational processes behind complex payment cases.

My experience includes live chat, email, ticket-based support, messengers, and social media communication. I have handled account access, technical issues, billing, KYC, deposits, withdrawals, payment verification, and complex escalations requiring coordination with internal teams and external payment providers.

In Payment Operations, I worked with transaction monitoring, failed and delayed payment investigations, PSP communication, payment method availability, routing cascades, VIP payment cases, and operational reporting.

I also have experience in onboarding and mentoring employees, reviewing communication and operational decisions, maintaining quality reports, creating internal instructions, and identifying opportunities for process improvement. My key strengths are attention to detail, structured problem-solving, calm communication under pressure, and the ability to take ownership of complex cases.

I am currently open to fully remote opportunities in Payment Operations, Payment Support, Customer Support, Quality Control, or related operational roles.

I am particularly interested in positions focused on chat, email, payment processes, and cross-team coordination.

Work Experience

Payment Operations Specialist

Adopy | Full-time | Remote

May 2026 — July 2026

- Investigated failed, pending, delayed, and missing deposits and coordinated their resolution with payment providers.
- Communicated with PSP support teams, followed up on open cases, and provided status updates to internal stakeholders.
- Monitored payment method availability and escalated technical and operational incidents.
- Supported Account Managers and VIP teams with complex payment cases, payment status clarification, and alternative payment options.
- Configured individual payment routing cascades when standard methods were unavailable or unsuitable.
- Conducted manual transaction investigations and coordinated resolutions between providers and internal departments.
- Maintained accurate case records and ensured proper follow-up and shift handover.

Quality Payment Control Specialist

NDA — iGaming Company | Full-time | Remote

August 2025 — February 2026

- Reviewed employee handling of payment-related cases, including decision accuracy, communication quality, response time, status updates, and compliance with internal procedures.
- Monitored communication with PSPs and internal teams and identified operational errors and improvement opportunities.
- Maintained quality reports, KPI records, employee evaluations, and structured feedback.
- Escalated critical issues and recurring mistakes to department management.
- Contributed to the development of internal instructions, checklists, knowledge materials, and Quality Control processes.
- Supported employee development through individual and group feedback sessions.

Payment Provider Manager

NDA — iGaming Company | Full-time | Remote
June 2025 — August 2025

- Monitored deposit conversion, payment method availability, transaction statuses, and payout channels across several projects.
- Investigated missing, delayed, unsuccessful, and incorrectly processed payment transactions.
- Communicated with payment providers regarding operational incidents, transaction cases, limits, and payment method performance.
- Tested payment methods, identified errors, and coordinated alternative solutions when methods became unstable.
- Managed payment method priorities, limits, availability, and routing cascades according to operational needs.
- Worked with Customer Support, VIP Support, anti-fraud, finance, and technical teams to resolve payment-related issues.

Account Manager

NDA — iGaming Company | Full-time | Remote
July 2024 — May 2025

- Provided real-time customer support through live chat and email.
- Handled account, product, technical, verification, deposit, and withdrawal-related requests.
- Investigated payment cases and coordinated their resolution with internal departments.
- Escalated complex technical, KYC, anti-fraud, and payment issues and followed them through to resolution.
- Explained service rules, verification requirements, payment procedures, and account restrictions.
- Maintained accurate case information and worked according to internal procedures and SLA requirements.

Account Manager Intern

NDA — iGaming Company | Internship | Remote
May 2024 — July 2024

- Completed structured onboarding and practical training in customer communication, product processes, payment-related requests, internal systems, and escalation procedures.
- Assisted with customer cases under supervision and learned internal service quality and communication standards.

Account Manager

NDA — International iGaming Project | Full-time | Remote
September 2023 — May 2024

- Provided customer support through live chat and email in a high-load iGaming environment.
- Handled account, gameplay, bonus, deposit, withdrawal, KYC, and technical requests.
- Investigated customer issues and escalated complex payment, verification, anti-fraud, and technical cases.
- Explained service rules and requirements in a clear and customer-focused manner.
- Followed up on escalations, maintained accurate case records, and worked according to internal procedures and SLA standards.
- Coordinated with internal teams to ensure timely resolution of customer issues.

Customer Support Mentor

Parimatch Tech | Full-time
August 2020 — February 2023

- Onboarded and mentored new Customer Support employees, helping them understand internal procedures, communication standards, and product processes.
- Monitored the progress and performance of trainees and junior specialists.
- Provided structured feedback and prepared training and performance reports.
- Created internal instructions, visual guides, and customer-facing materials.
- Supported knowledge sharing and helped new employees adapt to a high-load working environment.
- Continued handling customer requests through messengers and social media when operational support was required.

Social Media Customer Support Specialist

Parimatch Tech | Full-time
August 2019 — August 2020

- Supported customers through Instagram, Facebook, Telegram, WhatsApp, and Viber.
- Handled account, product, payment, promotional, verification, and technical requests.
- Monitored customer feedback on social media and external forums.
- Identified recurring issues and communicated relevant insights to internal teams.
- Maintained professional public communication and helped prevent the escalation of negative customer experiences.

Customer Support Specialist

Parimatch Tech | Full-time | Hybrid
August 2018 — August 2019

- Provided customer support through live chat, email, incoming calls, and outgoing calls.
- Assisted customers with account access, product usage, payments, verification, bonuses, promotions, and technical issues.
- Investigated customer requests and escalated unresolved cases to the relevant departments.
- Maintained accurate customer information and followed internal procedures and service standards.
- Worked in a high-volume environment while maintaining response quality and professional communication.

Customer Support Specialist

Vodafone | Full-time | On-site, Lviv, Ukraine
July 2017 — April 2018

- Provided customer support through incoming calls.
- Assisted customers with tariffs, mobile services, billing, account settings, and technical issues.
- Diagnosed service problems and guided customers through basic troubleshooting.
- Resolved financial and billing-related requests and escalated complex cases to the relevant departments.
- Worked in a high-volume environment while maintaining communication quality and response accuracy.