# Who we are: [Support Department](#)

Alexander Zakhariash
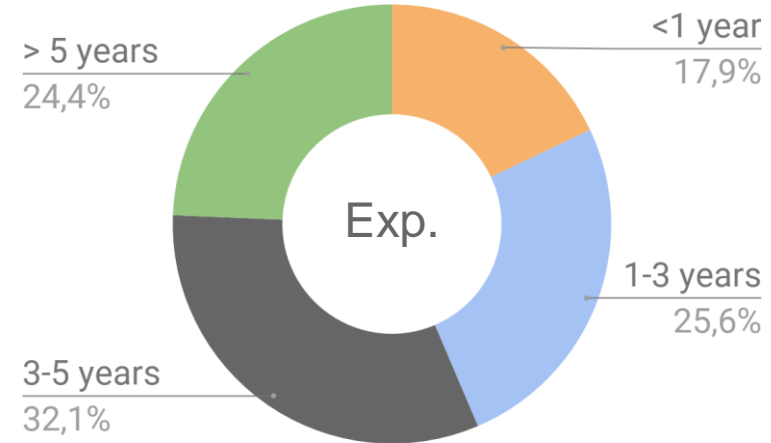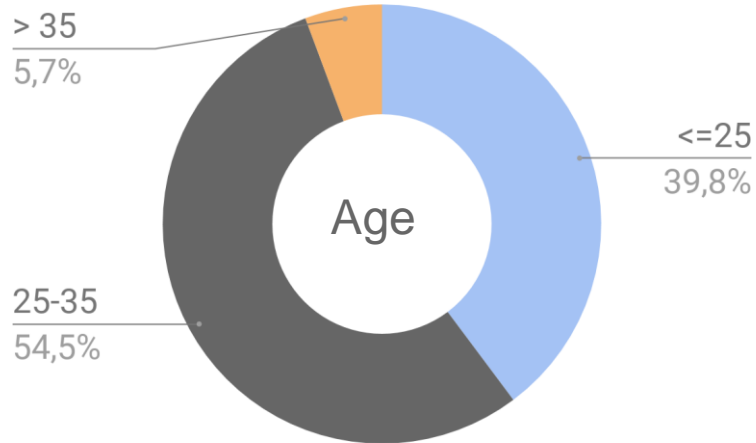
Head of Support Department

# Our people statistics

## 90 support engineers

## Man / Woman - 80 / 20

**Age**
- > 35 — 5,7%
- <=25 — 39,8%
- 25-35 — 54,5%

**Exp.**
- > 5 years — 24,4%
- <1 year — 17,9%
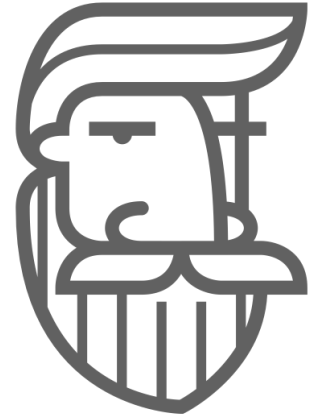- 1-3 years — 25,6%
- 3-5 years — 32,1%

# Staff levels

30%
Junior

40%
Middle

30%
Senior

# High-quality support

- Education: 80% graduated from VoIP lab
- Seniors supervision
- No support levels
- Personal connection with a client
- Service improving

- Trained & professional staff

- Personal connection with clients

- Continuous service improvements

# Thank you!



## Alexander Zakhariash

Head of Support Department