Daniil Dushin

Sales & Customer Success | Russian-speaking markets | Technical background

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SUMMARY

Sales and client-service specialist: 3+ years of direct sales in a family retail business, 3 years of daily client work in a veterinary clinic, and today on-site work with business clients — hotels, cafés and restaurants — for an AI monitoring company. I sell what I understand: I explain technical products in simple words and solve the client's problem, not just close the deal. Native Russian — a strong fit for Russian-speaking markets.

EXPERIENCE

Technical Specialist — Steady Control (AI-powered business monitoring), Antalya · Oct 2026 – present

- Work directly with business clients on site — hotels, cafés and restaurants — while deploying and supporting an AI monitoring system and its equipment.

Sales Manager & Technical Administrator — family business (IP Dushin N. P.), Belgorod · Mar 2022 – Oct 2025

- Direct sales and product consultations with a high daily flow of customers.
- Supplier orders and stock management in 1C.
- Kept the shop's IT, equipment and software running.

Client Service Assistant — veterinary clinic, Belgorod · Jan 2023 – May 2026

- Worked with clients every day; kept records in 1C and the FGIS "Mercury" veterinary system.

Freelance IT Support · Feb 2022 – present

- Support and problem solving for private and small-business clients.

SKILLS

B2C sales, consultative selling, product consultations, client support and retention, supplier and stock management, 1C, CRM basics, negotiation, Telegram bots and AI tools for business.

LANGUAGES

Russian — native · English — A1 (basic), studying actively · Turkish — basic · Driving licence: category B

EDUCATION

Belgorod State Agrarian University — Veterinary Medicine (specialist degree), studying on an individual study plan.

BEYOND THE ROLE

Fast learner who picks up new tools and fields quickly. Builds Telegram bots and websites, uses AI tools for automation, has sales and client-service experience. Open to new directions and remote work.