ARTEM RIVNYI

JUNIOR CUSTOMER TECHNICAL SUPPORT SPECIALIST
(WITH DEVOPS AMBITION)

CONTACT

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Linkedin

LANGUAGES

- English (B1-B2)
- Russian (C2)
- Ukrainian (C2)

EDUCATION

2020 - 2024

Bachelor of
Computer Engineering

Faculty of Physics,Electronics and Computer Systems
Oles Honchar Dnipro National University

Networking Academy
Verified
Networking Basics

PROFILE

Motivated and tech-savvy specialist with hands-on experience in AI-powered automation, mobile app debugging (10,000+ users), and esports event organization (100+ participants). Skilled in troubleshooting, technical support, and DevOps fundamentals.

Experienced with AI tools and workflow automation using OpenAI API and Prompt Engineering to enhance customer support processes.

Passionate about continuous learning, process optimization, and long-term growth toward becoming a DevOps Engineer through practical, hands-on experience.

SKILLS / COMPETENCIES

Customer Support Tools & Communication

Zendesk, HubSpot, Salesforce, Handling customer inquiries, Complex troubleshooting, Process optimization, Active listening, Stress resistance, Quick decision-making, Adaptability.

IT Support & Infrastructure:

Windows and Linux platform management, TCP/IP and network administration, AWS (EC2, IAM, S3), Virtual Machines (Hyper-V), RDP, SSH, Linux, Networking fundamentals (IP, TCP, DNS, ARP, OSI Model, IPv4, IPv6).

Automation & Scripting:

Ansible, Bash scripting, Docker, Docker Compose, GitHub Actions (CI/CD).

Development & Debugging:

CSS, JavaScript, HTML, Angular, TypeScript, Android SDK, Cordova, Git (GitLab), Diagnosing and resolving build/runtime issues, Log analysis, Dependency management (npm, Gradle), Troubleshooting configuration errors(config.xml,SAXParseException),SQL-Fundamentals.
Understanding multithreading principles and debugging complex software systems, Experience in diagnosing and handling software multithreading principles and debugging complex software systems, Experience in diagnosing and handling software.

General Skills:

Time Management, Continuous Learning, AI & Automation, DevOps & Infrastructure, Technical Troubleshooting, Project & Event Management, Analytical Thinking & Problem Solving,

EXPERIENCE

Online Server Technical Support (2024)

- Provided user support for online game servers, resolving 150+ user issues via ticketing systems and Discord.
- Assisted with server maintenance, troubleshooting, and user access management, ensuring smooth operations.

Esports Event Organization - Windigo Arena x DNU-NTU (2024)

- Organized and managed large-scale esports tournaments with 100+ participants, overseeing full-cycle event logistics — from player registration and scheduling to live coordination.
- Developed and adjusted tournament regulations, ensured fair play, and maintained gaming hardware and network stability on-site.
- Gained hands-on experience in technical troubleshooting, event management, and teamwork under high-pressure conditions.

Mobile Application Technical Debugging and Support (2025)

- Contributed to the development and maintenance of a cross-platform mobile application (Cordova/Angular) with 10,000+ downloads.
- Diagnosed and fixed performance issues and app crashes across Android and iOS platforms.
- Enhanced system stability by conducting functional and regression testing.
- Collaborated with developers to reduce bug recurrence rate by 30%.

Personal Project: Technical Systems Exploration (2025)

- Managed personal lab environments (Hyper-V, Linux VMs, AWS EC2 via SSH) and gained practical experience with Ansible, Bash scripting, and Git.
- Applied networking fundamentals (IP, TCP, DNS, OSI) to troubleshoot connectivity, enhancing overall system understanding for effective technical support.

TECHNICAL PROJECTS

Live Projects Portfolio — LINK

- Complete showcase of technical projects featuring AI automation, full DevOps CI/CD pipelines, and full-stack development.
- Includes: AI Email Support System, DevOps CI/CD Projects, and an AI Ticket Classifier with practical code examples.
- Demonstrates hands-on expertise in Python (Flask), Node.js, OpenAI API, Docker Compose, GitHub Actions (CI/CD), and Prompt Engineering.

STUDYNG (COURSES / CERTIFICATES)

- DevOps Essentials Intro (Feb 2023) — by EPAM
- Java Threads (June 2023) — by EPAM
- Java JDBC (June 2023) — by EPAM
- Java I/O (June 2023) — by EPAM
- Java Error & Exceptions (June 2023) — by EPAM
- CentOS Linux Essentials (January 2025) — by EPAM
- Hypervisor Essentials (January 2025) — by EPAM
- Technical Support Fundamentals (January 2025) — by Google
- Basics of Technical Support (January 2025) — by Google
- Networking Basics (July 2025) — by Cisco Networking Academy
- Generative AI: Prompt Engineering Basics (July 2025) — by IBM

IBM
COURSE CERTIFICATE
Jul 14, 2025
RIVNYI ARTEM
has successfully completed
Generative AI: Prompt Engineering Basics
an online non-credit course authorized by IBM and offered through Coursera
Antonio Cangiano
Engineering Manager and AI Specialist
IBM Digital Business Group
Rav Ahuja
Global Program Director,
Skills Network
EDUCATION FOR EVERYONE
coursera
COURSE CERTIFICATE
Verify at:
https://coursera.org/verify/OB81UZRW39XA
Coursera has confirmed the identity of this individual and their participation in the course.

Google
COURSE CERTIFICATE
Jan 22, 2025
RIVNYI ARTEM
has successfully completed
Основы технической поддержки
an online non-credit course authorized by Google and offered through Coursera
Amanda Brophy
Global Director of Google Career Certificates
EDUCATION FOR EVERYONE
coursera
COURSE CERTIFICATE
Verify at:
https://coursera.org/verify/EPYIOWWE05GM
Coursera has confirmed the identity of this individual and their participation in the course.

Google
COURSE CERTIFICATE
Jan 30, 2025
RIVNYI ARTEM
has successfully completed
Technical Support Fundamentals
an online non-credit course authorized by Google and offered through Coursera
Amanda Brophy
Global Director of Google Career Certificates
EDUCATION FOR EVERYONE
coursera
COURSE CERTIFICATE
Verify at:
https://coursera.org/verify/5F63A685AN3A
Coursera has confirmed the identity of this individual and their participation in the course.