



# DENIS LYTVYNENKO

## CUSTOMER CARE SPECIALIST

### GREETINGS

In Ukraine I have mainly held positions of customer service and technical specialist.  
Now I have two FET courses of English and one ICDL course.  
I have finished one course on the program Ecollege IT specialist Python.  
I would like to find some job in IT or technical support related.  
If my candidacy can be useful to you in any way, I will be glad to cooperate.

### SKILL HIGHLIGHTS

- Easily Learnable
- Executive
- Stress-resistant
- Skills in graphic editors
- Video content creation experience
- Writing articles via WordPress
- Good manners
- No bad habits

### LANGUAGES

English - Upper-Intermediate B2  
Russian - C2  
Ukrainian - C2

### CONTACT INFO

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+380661594890

 Telegram

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 Commons Inn Hotel, New Mallow Rd,  
Cork, T23 PY53

## EXPERIENCE

### Specialist in the processing of applications

USAinUA (2020 Dec. - 2022 Apr.)

- Processing of incoming orders from clients.
- Handling of requests by e-mail.

### Content Editor

OnlyFans.com (2021 Seb. - 2022 Apr.)

- Maintaining and filling the content pages of models on the website onlyfans.
- Creating creative promo videos and content materials (posts, stories)
- PR and promotion of accounts

### Support Engineer

OtelMS Ukraine LLC (2020 May - 2020 Nov.)

- Technical support for OtelMS hotel management system and the company's clients (hotel owners and administrators) at all stages of cooperation

### Sales Manager

Ilduild.com.ua (2019 Seb. - 2020 Apr.)

- Motivating potential customers to buy an account on the site.

### Credit Examiner

Malyamov A.O. individual entrepreneur  
(2018 Seb. - 2019 Seb.)

- Processing of applications for credit in the leading banks of the Russian Federation.

### Customer Service Manager

Polimentor (2015 Seb. - 2018 Feb.)

- Work with customers of the outsourced contact center on a variety of projects.
- Consulting clients on the hotline, sales, etc.

### Editor

Newspaper "Kupyanchanka" (Mass Media)  
(2010 Jan. - 2013 Aug.)

- Electronic typesetting of a print publication

## EDUCATION

Kharkiv National Academy of Municipal Services  
Tourism specialty 2009 - 2012

Kharkiv Housing and Communal Technical College  
Hotel facility 2005 - 2009

## MY INTERESTS AND HOBBIES

I have Upper-Intermediate B2 English level and every day I try to improve my conversational skills.  
I would like to find some job in IT or technical support related. So all my free time I strive to devote to this and to learning English.  
In Ukraine I have played chess and volleyball professionally.  
I am loving cycling. Reading professional and fiction literature

Summary Report  
Information Technology Specialist Python  
# of Correct Answers/Total Questions: 118/125  
Login Name: Denis Lytvynenko

Mode: Practice

Passing Score: 70% (70/100)

Time Taken: 04:16:40

Date: 04/28/2023

Objectives	Percentage	(Corrects/Number Questions)
Operations using Data Types and Operators	94.59 %	(35/37)
Flow Control with Decisions and Loops	100 %	(18/18)
Input and Output Operations	87.5 %	(14/16)
Code Documentation and Structure	87.5 %	(14/16)
Troubleshooting and Error Handling	100 %	(22/22)
Operations using Modules and Tools	93.75 %	(15/16)

Customer Score: 94.4% - PASS - 118/125 (0 Unanswered)