

William Ross



Personal Info

Address

Spain, Valencia

Phone

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E-mail

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GitHub

<https://github.com/DoWhatYouLOve>

Citizenship

Polish

Languages

Russian: Native ●●●●●●

English: B2 – C1 ●●●●●○

Polish: B2 – C1 ●●●●●○

Spanish: A1 ●○○○○○

Representation

Hello! My name is William. Currently, I am living in Spain, Valencia. I am a hardworking and goal-oriented person with a great motivation to achieve high results and become a highly qualified professional. My main goal at work is to do more than anyone expects from me and grow as a professional together with the company. I would like to join your team and I believe that together we will be able to make this world a better place.

Available from now.

Work experience

**2019.11-
08.2022**

ANIXE Polska Sp. z o.o (Wroclaw)

Position: IT Service Desk Specialist

My duties were:

- Constant monitoring of applications, platforms, servers, infrastructure
- Resolving business client's issues, handling major incidents,
- Optimization and automation of the workflow process
- Implementation of configuration improvements
- Performing regression tests, analyzing XML and JSON log files
- Create daily reports to allow smooth change forwarding.
- Create technical documentation for the team
- Proactively communicate with clients using customer notification tools and ect.
- Working 24/7 shifts

Anixe provides support for TAP and Gulf airlines, hotels all over the world and for other internal and external projects. Working as IT Service Desk Specialist I improved my technical knowledge of major processes in IT and communication skills with team and business clients using different tools. Learned how to investigate, escalate and handle issues, how to resolved them and make business clients feel confidence that their issue will always be resolved as soon as possible.

Skills

- knowledge of: Scrum, Kanban, front-end development (HTML, CSS, JavaScript, React, TypeScript ...), IT working flow.
- REST API
- good communication and teamwork skills
- adaptability and quick-learning
- conflict resolution
- decision making
- time management
- ability to work under pressure
- googling

2015.03–
2018.12

Working here I use the following tools: **Grafana, Hostmon, Pingdom, Postman, Putty, Cygwin, Outlook, Slack, Trello, Jira, Redmine, Statuspage, Confluence, Microsoft Office (Word, Excel)** on a daily basis.

Online store "Krasotka-pro" (Belarus)

My own business

Position: Director

In 2015, it became obvious that in order to increase sales, it was necessary to open an online store based on an existing shop. The online store, which was developed by me and my wife, helped to double our sales in the first year. It was a very useful experience in understanding the processes of online sales.

I improved my skills in:

- internet sales
- marketing
- online support
- financial management
- problem solving

The shop was closed due to moving to Poland.

Interests

- foreign languages
- reading books for self-development
- doing sport
- travelling
- healthy way of life

2013.04 –
2017.08

Shop "Krasotka-pro" (Belarus)

My own business

Position: Director

My wife and I opened a small specialized cosmetics shop. I wrote a business plan and invested all my money. The shop had a constant profit. Two employees were hired. The shop's profit grew with each reporting period.

The shop was closed due to moving to Poland. All goods were sold in our online store.

While managing this shop, I improved my:

- staff management
- financial management
- marketing skills
- responsible decision-making skills

**2009.10 –
2013.03**

Company “Bravo” (Belarus)

Position: Manager

I worked as a sales manager as well as a marketing specialist and administrator. The company was producing and selling furniture. In this company I got the experience I needed and became a professional. With my participation, the range of goods and services was expanded. The company's profit rose by 30% in 2011 and by 35% in 2012.

My duties were:

- communication with team members and customers
- stimulating sales activities
- preparing marketing and sales plans
- daily sales management
- setting sales and marketing
- overseeing all marketing activity and ensuring it fits with the marketing strategy
- sending marketing emails to customers
- managing the company's social media accounts and posting relevant content
- arranging for the company to attend relevant industry events and conferences
- researching potential customers
- attending meetings with customers

Education

**2002.08 –
2007.06**

**Polotsk State University (Belarus), Faculty of
finance and economy**

Specialization: Management

Profession: Manager-economist

Self-education

2015

HTML, CSS, JavaScript