

EGLĖ PETKŪNAITĖ

SKILLS

ITIL Foundation
HTML, CSS, Bootstrap, JS, jQuery
PHP, SQL, XML
WordPress

WORK EXPERIENCE

Bazaarvoice | 2018 06 18 – Present

Technical Success Manager

Danske Bank | 2015 05 18 – 2017 09 01

IT Service Desk Support Analyst

Danske Bank | 2017 03 01 – 2017 05 31

Queue Manager for Application Integration

EDUCATION & TRAININGS

2009 09 01 – 2013 06 30 | Šiauliai University

Bachelor's degree in English Philology and German Language

2017 12 20 – 2018 01 26 | Code Academy

PHP courses for beginners

2016 10 26 – 2016 12 13 | Vilnius Coding School

Programming courses for beginners

2016 08 16 – 2018 08 18 | Danske Bank

ITIL Foundation

ABOUT ME

I am an experienced technical support specialist with a history of working in IT industry. I am a competent professional with a bachelor's degree focused in English Philology. I have additional certificates in web development, programming and ITIL. I have knowledge about IT infrastructure, great communication skills and I understand the value of good service objectives.



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TOOLS

Jira, Salesforce, Service Manager 9.2, ServiceNow

Bitbucket, GitHub

FileZilla, WinSCP

Windows, macOS

LANGUAGES

English fluent

German basics