Ihor Kuliaiev

👤 Profile

Seeking a position of Trainee / Junior JavaScript developer.

💼 Employment History

Business Analyst at TeamInternational, Kharkiv
March 2021 — August 2021 (6 mos)

- Creating software requirements specifications for company internal portals (business requirements and technical requirements);

- Creating UML dataflow diagrams using draw.io and Microsoft Visio;

- Preparing wireframes, mockups, prototypes (proto.io);

- Elicitation of requirements with stakeholders;

- Making presentations for stakeholders;

- Holding meetings and interviews;

- Collaborating with technical department for better options for realization;

- Working with Powerapp applications, Power Automate;

Reporting Specialist for Minion Rush Game, Customer SupportSpecialist at Gameloft, Kharkiv
October 2018 — April 2021 (2yrs 7 mos)

- Providing support via ticket system in English, Spanish and Russian;

- Interacting with the development team;

- Creating tasks using Jira tracking tool;

- Informing Customer Support Representatives regarding updates, hotfixes, and known issues in the game Minion Rush;

- Updating Game FAQs section and internal documentation in Confluence;

- Dealing with difficult and dissatisfied clients using a positive language and personal approach;

- Games chat monitoring (checking gamers' behaviour in chats);

Billing Department Customer Support Specialist at Zone3000 (Namecheap project), Kharkiv
March 2017 — October 2018 (1 yr 7 mos)

- Assisting clients through tickets, chats and via phone in billing-related issues (in English and Russian);

Skills

JavaScript

HTML/CSS

SCSS, SASS preprocessors

Basic knowledge of React and Redux

Basic knowledge of backend (Node.js, Express, MongoDB, websockets)

Git

Jira & Confluence tools

Languages
English - C1 (IELTS)

Russian Native
Ukrainian Native

Spanish Intermediate

- Communicating customers' feedback to the technical department

 in order to develop/update processes;

- Controlling the financial flow (handling new orders, fraud control);

- Working with BitPay, PayPal, Stripe payment processors;

- Creating tasks in Trello and Jira.

✎ Education

Master's degree in International Economic Relations, Karazin Kharkiv National University, Kharkiv

September 2015 — December 2020

✎ Courses

Business Analysis, IT Cloud Academy

July 2018 — September 2018

C#, IT Cloud Academy

April 2019 — July 2019

Project Management , Lemon School

July 2019 — August 2019