



Ihor Kuliaiev

Profile

Seeking a position of Trainee / Junior JavaScript developer.

Employment History

Junior Business Analyst / Power Platform Analyst at Team International, Kharkiv

April 2021 — August 2021

- 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 Iterative and Agile methodologies;
- Working with Powerapp applications, Power Automate;

Responsible Agent for Minion Rush Game, Customer Support Representative at Gameloft, Kharkiv

October 2018 — April 2021

- 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;
- Collecting customers' applications data;
- Games chat monitoring (checking gamers' behaviour in chats);
- Ensuring proper work of customers' services;

Details

Kharkiv

kulyaev.igor@gmail.com

Date of birth

04.02.1997

Links

[LinkedIn Profile](#)

Skills

Jira & Confluence tools

C# (basics)

Python (basics)

LibreOffice

ProjectLibre

Trello

Languages

English - C1(passed IELTS test in Apr/2021)

Spanish - Intermediate

Russian - Native

Ukrainian - Native

Billing Department Customer Support Specialist at Zone3000 (Namecheap project), Kharkiv

March 2017 — October 2018

- Assisting clients through tickets, chats and via phone in billing-related issues (in English and Russian);
- Communicating customers' feedback to the technical department in order to develop/update processes;
- Assisting with updating external client knowledgebases, as well as internal departmental documentation;
- Controlling the financial flow (handling new orders, fraud control);
- Collecting clients' services data;
- Conducting internal audits;
- 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

C# Programming Online Course, Udemy

January 2020 — January 2020

Project Management Basics, Universarium Online Educational System

March 2020 — March 2020