

PERSONAL INFORMATION

Ihor Bilyk



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WORK EXPERIENCE

05/12/2017–Present

Customer service representative

Teleperformance, Lisbon (Portugal)

Responsible for providing the best customer experience.

Solving client's issues and providing them incredible experience.

Be able to handle multiple tasks on a daily basis became a part of my life.

EDUCATION AND TRAINING

- 01/11/2019–03/11/2019 **GDPR Training Policy**
- 01/02/2020–02/02/2020 **Data Analyzing Training**
Teleperformance

PERSONAL SKILLS

Mother tongue(s) Russian, Ukraine

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Portuguese	C1	C1	C1	C1	C1
English	C1	C1	C1	C1	C1
Fundação Cidade de Lisboa (B2)					

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

I'm dependable and detail-oriented. I take my job seriously and once assigned a task, will see it through to completion.

I've spent the past 2 years working and providing a good customer support to our customers.

I also consider myself as highly motivated, flexible and curious person.

I always trying to find best solution in every situation.

Organisational / managerial skills

- good organisational skills gained as senior agent Customer Support Representative
- good time management skills

Job-related skills

My passion is a technology. During the last few months a started learning web development technology such as HTML, CSS, Bootstrap, JavaScript.

Also I've gone ahead and started practicing technology related with databases, especially (Node js, Express Js, MongoDB, Mongoose).

Currently i am taking a course on online platform related with Web Development

I also have a good data analyzing skills and mentoring skills.

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Digital skills - Self-assessment grid