



**Ihor
Bilyk**

DATE OF BIRTH:
03/08/1993

CONTACT

Nationality: Portuguese

Gender: Male



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WORK EXPERIENCE

05/12/2017 - 10/03/2020 - Lisbon, Portugal

Customer Service Representative

Teleperformance

- 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.

Lisbon, Portugal

12/03/2020 - CURRENT - Lisbon, Portugal

Customer Delight Representative

Teleperformance

Part of my daily activities are:

- Provide support to small and medium-sized businesses to help them grow their businesses up across multiple channels (Chat (Live Chat), Email, phone)
- Provide pre and post-sales support for all self-services products;
- Provide product and tool support to improve clients' experience;
- Identify trends and solve problems facing multiple SMB clients
- Providing vital product insights and feedback from our customers to engineering

EDUCATION AND TRAINING

01/11/2019 - 03/11/2019

GDPR Training Policy

01/02/2020 - 02/02/2020

Data Analyzing Training

Teleperformance

01/03/2020 - CURRENT

The Web Developer Bootcamp

Udemy (Online)

<https://www.udemy.com/course/the-web-developer-bootcamp/>

LANGUAGE SKILLS

MOTHER TONGUE(S): Russian | Ukraine

Portuguese

Listening
C1

Reading
C1

Spoken
production
C1

Spoken
interaction
C1

Writing
C1

English

Listening
C1

Reading
C1

Spoken
production
C1

Spoken
interaction
C1

Writing
C1

ORGANISATIONAL SKILLS

● Organisational skills

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

COMMUNICATION AND INTERPERSONAL SKILLS

● Communication and interpersonal 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.

JOB-RELATED 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

Facebook | Microsoft Word | Instagram | Social Media | LinkedIn | Good listener and communicator | Decision-making | Google Docs | Analytical skills | Motivated | Internet user | Data analysis | Research and analytical skills | Responsibility | Research | Strong Computer Skills | hardworking | Quick Learner and adaptable to new exposures and experiences