



IGOR TORGAIEV

INFORMATIONS

E-mail:
igortorgaiev.it@gmail.com

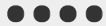
Phone:
+48 602 461 800

LINKS

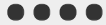
<https://github.com/IgorTorgaiev>

SKILLS

Microsoft Office - Word



Microsoft Office - Excel



Microsoft Office – PowerPoint



Git-Bash



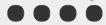
HTML5/CSS3



SASS



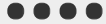
JavaScript



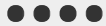
TypeScript



jQuery



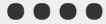
JS HTML DOM



React



Bootstrap



PHP



LANGUAGES

Russian



Ukrainian



English



Polish



PROFILE

Currently, I am on the stage of a junior Front-End Developer, learning JavaScript and the libraries related to this language.

I know GIT-Bash, HTML5, CSS3, SASS, JavaScript, TypeScript, jQuery .

Also, I am familiar with React, Bootstrap and PHP.

I am self-motivated, hard-working. Gradually, I chase new skills to get capable of and fulfill them in practice in the programming activity field.

I can work both on my own and in a team.

EXPERIENCE

Crew Member, McDonald's

08-2020 - 12-2020

Warsaw

1. Customer service
2. Food preparation
3. Cleanliness and hygiene

Technical support platform agent. Junior specialist, Allianz Sp. Z.O.O

07-2019 - 07-2020

Warsaw

1. Representative of Land Rover/Jaguar Assistance service companies.
2. Serving clients being in Ukraine.
3. Towing service organization for the clients who had a car accident or a broken car.
4. Rental car organization for the temporary use while a user's own car was being repaired.
5. Receiving information from Repairing Dealer about a car repair status. Informing clients.
6. Receiving cost for the towing and rental car service from the towing service company (SOS).
7. Inbound and outbound phone calls

Medical service platform agent. Junior specialist, Allianz Sp. Z.O.O

07-2019 - 07-2020

Warsaw

1. Representative of Mondial Assistance and Alliance Assistance service companies. Cooperation with Russian Insurance companies: Alfa Bank, SberBank, UZB Hayout, RGS Armenia.
2. Organization of medical assistance for Russian clients being abroad.
3. Cooperation with local providers that helped with the medical support organization.
4. Payment guarantee letter placement at clinics where medical assistance was organized for clients/patients.
5. Receiving medical reports and invoices and re-sending them to service doctor and insurance companies for approval.

HOBBY

Guitar playing, team sports, sports gym,
jogging, travelling, IT

6. Inbound and outbound phone calls.

Administrator, Sitel Polska Sp. Z.O.O.
06-2017 - 06-2019

Warsaw

1. Preparing and updating the working reports; uploading them on the network and sharing with colleagues. Also, sending the reports to colleagues from foreign branches and partner companies.

2. Mentor back-up: working on the reports; giving support to the team members.

3. Preparation of the invoices and verification of the missing ones. Sharing the invoices with the colleagues from remote areas: HP Repair Center and UPS courier company.

4. Support of the English-speaking line. Serving the customers from Ireland and Great Britain on the phone as the representative of the HP repair administration center.

Customer Service Professional, Sitel Polska Sp. Z.O.O.
05-2016 - 06-2017

Warsaw

1. Inbound and outbound calls.

2. Providing customers with the updates on their products.

3. Verifying the information on customer's units in the repair center and courier's delivery service sources.

CREW Member, McDonald's
09-2015 - 05-2016

Warsaw

1. Customer service

2. Food preparation

3. Cleanliness and hygiene

Inspections team agent., CBRE.
01-2015 - 04-2015

Warsaw

1. Operation correspondence with customers.

2. Verification of clients data, advising clients about meeting with inspectors.

3. Active search for business clients, for example, banks (TSB, Lloyds), or supermarkets (Barclays, Sainsbury's).

4. Searching for estate and preparation of tender rent.

5. Business process management.

EDUCATION

Akademia 108, Programming courses (Front-End)
07-2019 - 07-2019

Warsaw

Lazarski University., Bachelor's degree.
10-2011 - 07-2015

Warsaw

Bachelor thesis: "Cooperation between Russia and China in the oil and natural gas industries".

Newbold College., English Courses
09-2009 - 05-2010

Bracknell