

# Jevgenij Ivanov

Software Engineer  
Dublin, Ireland

+353 86 842 0179  
[Ladnopokaa@gmail.com](mailto:Ladnopokaa@gmail.com)

[LinkedIn](#)  
[Portfolio Website](#)  
[GitHub](#)  
[Developer YouTube](#)

---

## Work experience

### Software Engineer at Zendesk

02/2023 – 09/2023

Worked in a dynamic team of DevOps engineers, focusing on the creation and management of services crucial to the reliability of Zendesk's products.

- Utilized range of tools and systems including AWS and GCloud
- Developed an AWS CodeBuild project for SPF mailing automation, saving developers approximately 6–7 hours of work per month
- Engineered application features and scripts using Python
- Engaged in DNS and Cloud Infrastructure, expanding technical skills and contributing to major projects
- Enhanced GitHub expertise, refining version control practices
- Contributed to SCRUM meetings, managing and taking ownership of tasks, and fostering collaboration through Agile methodologies

Technology stack: AWS, Python, Docker, JIRA, Terraform, DNS

### Localization QA Specialist at Keywords

07/2013 – 09/2020

Ensured the quality and accuracy of localized text in various games and applications, performing functional, localization, and compliance testing.

- Compiled test plans and cases for upcoming projects, reducing the preliminary phase by 2–3 days for the whole team
- Engaged in daily use and integration between databases such as JIRA, Bonsai, LAMS and SQL
- Promoted within 6 months due to strong performance and organizational impact – ahead of schedule by 4–6 months
- Received an [award](#) for assisting team members in completing tasks, driving a 10–15% improvement in overall team progression
- Overcame up to 5 hours of overtime per day for strict project deadlines

Technology stack: JIRA, LAMS, Bonsai, SQL, DevTrack, TTP, LocStudio

---

## Education

Computer Science &  
Software Engineering  
Maynooth University  
09/2020 – 06/2024

- Graduated with First-Class Honours (1:1) overall GPA
- Led development of [Spotify Playlist Enhancer](#) and [Combat Clicker](#) team projects, achieving high marks as lead developer and presenter
- Organized and actively contributed to Chess and Table Tennis tournaments, managing events that engaged 20–30 students through clubs/societies

---

## Skills

Proficient in Python, JavaScript, HTML, and CSS, with some experience in C# and Java.

Skilled in AWS, JIRA, and Agile methodologies. Familiar with various AI tools and frameworks.

Excellent communication and leadership skills, taking initiative to drive projects forward.

---

## Work References

Agnieszka Milosevic  
Zendesk Team Manager  
[LinkedIn Recommendations](#)

Fiamia Viana  
Zendesk Software Engineer  
[LinkedIn Recommendations](#)

Alex Karpouski  
Keywords Lead & Project Manager  
[Reference Letter](#)