

# Vladislav Kelar

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## WORK EXPERIENCE

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### LSports

Technical Support Engineer

2022 - Present

- Provide technical support to customers, ensuring the prompt resolution of complex cases, achieving a 95% satisfaction rate.
- Work collaboratively with cross-functional departments to effectively address customer and partner issues, cutting issue resolution time by 20%.
- Conduct smoke, functional, UI, and regression testing on 50+ accounts, maintaining a defect leakage rate of less than 1%.
- Uphold strict SLA standards, escalating cases when necessary, resulting in a 30% improvement in resolution times.
- Oversee remote management of 100+ internal servers, ensuring maintenance and troubleshooting with a 99.9% uptime.
- Diagnose and resolve customer-reported issues, working closely with internal teams, leading to a 40% faster resolution time.
- Leverage Coralogix, CloudAMQP, Database, and Postman for efficient troubleshooting, enhancing efficiency by 25%.
- Manage reports and refine workflow processes with Jira, Freshdesk, Tableau, Frontegg, and proprietary systems, enhancing workflow efficiency by 15%.
- Develop and maintain training materials to support customers and internal teams, boosting training completion rates by 50%.
- Create applications to streamline data searches in extensive tables, focusing on those valuable for potential investigations and research within the department, reducing search time by 70%.
- Monitor AWS servers in real-time using Grafana, proactively addressing and resolving 50+ issues weekly.

### YaizY

Technical Support Specialist

2021 - 2022

- Supported and guided over 100 students in programming courses, ensuring a 98% satisfaction rate through effective management and troubleshooting.
- Promptly addressed technical issues, resolving 95% within 24 hours to guarantee student satisfaction and effective problem-solving.
- Deployed and set up software on 200+ devices, facilitating smooth learning experiences and cutting setup time by 30%.

### Sysnet Group

Technical Support Specialist

2018 - 2020

- Managed, maintained, and repaired IT systems, addressing faults and network issues, achieving a 95% incident resolution rate within SLA.
- Implemented and optimized software installations on 300+ systems, enhancing operational efficiency by 25%.

### Computer Network Manager

Technical Support Specialist

2012 - 2015

- Maintained and controlled over 200 computer components, and supported software, hardware, and management systems, decreasing downtime by 20%.
- Operated and maintained faults in IDF and operational computing environments, achieving a 99.5% uptime.

## EDUCATION

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SCE - Sami Shamoon College of Engineering - B.Sc Software Engineering

Graduation Date: 2025

## SKILLS

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Proficient in Python, Java, C++, C#, JavaScript, SQL, and other programming languages. Expertise in system log analysis (Coralogix) and observability systems (Datadog). Skilled in working with REST APIs and WebSocket (Postman). Strong understanding of CI/CD pipelines and technical writing. Creative, independent, and innovative in developing solutions. Excellent multi-tasker, team player, and communicator in English.