



# Lutsenko Oleh Alexandrovich

Male, 31 year old, born on 11 May 1989

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LinkedIn: <https://www.linkedin.com/in/oleh-lutsenko-724a53b3/>

Reside in: Kyiv, metro station Lukyanivska

Citizenship: Ukraine, work permit at: Ukraine

Ready to relocate: USA, Canada, ready for rare business trips

## Desired position and salary

### Customer Support engineer, Front-End Developer

IT, Internet, Telecom

- Software Development
- Engineer
- Technical Writer

Employment: full time

Work schedule: remote working, full day

Desired travel time to work: any

## Work experience — 4 years 10 months

July 2020 —  
December 2020  
6 months

### Revenue Grid

Kyiv, [revenuegrid.com/](https://revenuegrid.com/)

#### Technical Support Engineer

- Provide the 2nd line of application technical support for the company's software products
- Directly collaborate with the technology partners and customers (mainly from the US and EU)
- Communicate internally with project management, development, QA, and CSM teams
- Report bugs and improvements into products
- Document common support cases in the company's knowledge base

February 2018 —  
July 2020  
2 years 6 months

### Infrascale

Kyiv, [www.infrascale.com](https://www.infrascale.com)

#### Technical support representative

On-boarding process of our SaaS customers ensuring immediate availability of products and services for use.

Provide customer support and technical issue resolution via e-mail, phone and other electronic medium.

Identify and correct or advise on product issues in client computer systems.

Perform timely escalation of support related issues to various departments for further analysis and resolution

Perform other duties as requested and within areas of expertise

February 2017 —  
February 2018  
1 year 1 month

### Nextiva

Kyiv, [Nextiva.com](https://nextiva.com)

#### Customer support representative, Porting Dept

Assisting new customers with initial setup of their phone system accounts; configuring Nextiva's unified communications product features;

accurate answering to a variety of technical questions about Nextiva's services;  
providing each customer with a first-class customer service via phone calls, email and online chat;  
notating tickets thoroughly and properly in internal CRM system;  
maintaining, organizing and completing all tickets in the Technical Support Callback queue daily.

March 2016 —  
January 2017  
11 months

## Radio Communication Systems

Kyiv, [autovision.com.ua/](https://autovision.com.ua/)

### Customer support engineer

The main development directions are radiotelephony, wireless data transmission systems, satellite navigation systems for transport, subscriber equipment of GSM and CDMA standards. Installation and configuration of the product. Installation, configuration, repairing of GPS trackers and fuel level sensors on any kind of machinery. Installation of meters and valves at gas stations and fuel trucks. Installation and setup of the fuel level indicator. Setup and maintenance of servers to be monitored. Support and advice customers. Basic SQL queries to database.

## Education

### Higher

2018

**National Technical University of Ukraine 'Kiev Polytechnic Institute', Kyiv**  
IPSA, Artificial Intelligence Systems

2012

**Kiev National University of Construction and Architecture, Kyiv**  
Geo Informational Systems, Land manager, Surveyor

## Professional development, courses

2021

### GoIT

<https://goit.ua/>, Front-End Developer

2020

### Salesforce Trailhead

Salesforce, Salesforce administrator

2016

### Core Java

Prog.kiev.ua, Core Java

## Key skills

### Languages

Russian — Native  
English — B2 — Upper Intermediate  
German — A1 — Basic  
Ukrainian — C2 — Proficiency  
Czech — A1 — Basic

### Skills

Core Java CSS MS Word MS Access MS Excel Math Physics  
Business English Customer Account Monitoring Customer Service  
Customer Support CRM Helpdesk Linux Mac Os Scrum Agile  
Atlassian Jira service target playbooks SQL Shell Scripting  
Unix Shell Scripts C/C++ Bash Big Data CSS3 HTML5

## Driving experience

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Own car

Driver's license category A, B

## Further information

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Recommendations     **Nextiva**  
Roman Prodyus (Team Lead)

About me                Currently studying on Front-End Developer course in Golt academy.

Java, C/C++ developing on a core level, electronic circuitry, math, physics, engineering, foreign languages.

Linux - SSH into other devices, tools related to communications with servers, network configuration, using linux in a VM (Virtual Machine), cloud hosting a linux box (AWS). Most usable commands - {ssh, grep, ls, find, mount, vi, tail, ps, chmod, lspci, less/more, top, cd, cat, touch, history}