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## EMPLOYMENT

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|----------------|---|
| October 2019   | Keywords Studios, Ireland   |
| November 2019  | <b>Localization QA Tester</b><br>Verify of localization quality in Russian language (2 projects).   |
| August 2018    | Uber Systems Bel (Yandex.Taxi), Belarus   |
| To August 2019 | <b>Technician Support Team Lead</b> <ul style="list-style-type: none"><li>• Led a 9 people team</li><li>• Support users through Social Media</li><li>• Bug-reporting</li><li>• Developing manuals and instructions</li><li>• Trained 12 Junior support specialists</li><li>• Interviewed candidates for support specialist position</li></ul> |
| September 2017 | Yandex.Taxi, Belarus  |
| To August 2018 | <b>Technician Support Specialist</b> <ul style="list-style-type: none"><li>• Technical support of application users</li><li>• Bug-reporting</li><li>• Developing manuals</li></ul>  |
| August 2006    | BrestTorgTechnika, Belarus  |
| February 2016  | <b>Engineer of catering equipment and refrigerators</b><br>Repaired and installed catering equipment and refrigerators  |

## EDUCATION

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|--------------|--|
| 2019 to 2020 | Erin School of English, Dublin, Ireland<br><b>English language</b>                   |
| 2015 to 2017 | Brest State A.S. Pushkin University, Belarus<br><b>Sociology and Psychology</b>      |
| 2007 to 2013 | Brest State Technical University, Belarus<br><b>IT engineer</b>                      |
| 2001 to 2005 | Brest State College of Railway Transport, Belarus<br><b>Communication Technician</b> |

## OTHER QUALIFICATIONS/SKILLS

- MS Office, Excel, Google Tables, Zendesk, Youscan, Trello
- A little familiar with SQL, HTML, CSS, Jenkins, Git, OOP
- English (B1+), Fluent Russian (mother tongue)

## OTHER INTERESTS

Information Technology, Intellectual Games, Cybersport, Traveling, Karate

## PERSONAL QUALITIES

Responsibility, Serious attitude, I love to learn and improve myself, Sociability