Vlad Kulikov

KYIV, УКРАИНА · finetiq417@gmail.com · +380632852677

PROFILE

Detail-oriented, organized and meticulous employee. Enthusiastic team player ready to contribute to company success.

EMPLOYMENT HISTORY

QA Engineer, IT Company (Forex)

Jun 2022 — Jul 2023, Kyiv, Ukraine

- Collaborated with developers to ensure timely resolution of software defects
- Wrote detailed and accurate test cases that ensured all software requirements were met
- Created accounts of various types for our employees (50-70 accounts per day)
- Prepared instructions and videos for onboarding new employees

Technical Support Specialist /Manual QA Tester, AIHelps

Sep 2021 — Mar 2022, Kyiv, Ukraine

- Assisted customers in identifying issues and explained solutions to restore service and functionality
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Tested new product offerings prior to release to assist development team in bug identification.
- Installed new versions to eliminate security problems and protect data.

Sales Manager /Team Leader, EuroWork

Aug 2019 — Aug 2021, Kyiv, Ukraine

- Handled customer relations issues, enabling quick resolution and client satisfaction.
- Grew sales and boosted profits, applying proactive management strategies and enhancing sales training.
- Maintained relationships with customers and found new ones by identifying needs and offering appropriate services.
- Coached employees in successful selling methods and encouraged cross-selling to drive revenue.
- Identified, hired and trained highly-qualified staff by teaching best practices, procedures and sales strategies.

EDUCATION

NTU, Finance And Credit

Sep 2015 — Jul 2019, Kyiv Ukraine

SKILLS

Basic knowledge of web-development (HTML, CSS, JS)

Hardware and Software Repair

Proactive and result-oriented / Attention to details

Ability to multitask / High stress tolerance

Strong communication / Presentation skills

English - B1