MITREY JOSHUA

Monitoring and Support Specialist

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EXPERIENCE

Monitoring and Support Specialist

Золотое яблоко

📅 12/2024 - 06/2025   📍 Ekaterinburg

- I was responsible for supporting all the employees of Middle East countries with technical issues regarding the websites or computers
- Supported employees with technical issues related to other devices like printers, scanners, and TSDs
- Monitoring the non-closed/non-resolved requests for the Middle East, categorizing, documenting, reporting and helping solve them
- Hosting meetings for the top managers of the Middle East countries, informing them about any news regarding their responsibilities
- Hosting meetings for employees to teach them about using the websites of the company efficiently and correctly
- Working with telegram bots, brainstorming ideas with the developer of the bots to improve, make the bots more efficient, easier, adaptable, categorized and more secure

EDUCATION

Computer Science and Engineering

Ural Federal University

📅 01/2022 - Present   📍 Ekaterinburg

LINKS

🐙 **Project**
https://github.com/MrX1st/python

🌐 **resume**
https://ekaterinburg.hh.ru/applicant/resumes

🐙 **project**
https://github.com/MrX1st/1st-website

🌐 **certificates**
https://github.com/MrX1st/certificates

🐙 **project**
https://github.com/MrX1st/coFFeeine

SUMMARY

Adaptable Monitoring and Support Specialist with proven expertise in technical support, user training, and cross-functional communication. Adept at resolving complex IT issues for international teams, hosting executive meetings, and driving process improvements through collaboration with developers. Equipped with strong analytical and multitasking skills, complemented by a background in body language and effective team dynamics. Seeking to leverage versatile experience to contribute to a forward-thinking technology organization.

Results-driven IT Support Specialist skilled in troubleshooting, user education, and process monitoring across diverse platforms. Demonstrated ability to facilitate communication between technical and non-technical stakeholders, optimize workflows, and deliver high-quality service for Middle Eastern teams. Recognized for fast learning, critical thinking, and proven adaptability in both team and independent roles. Committed to delivering innovative solutions and effective technical support.

LANGUAGES

Arabic
Native   ●●●●●

English
Proficient   ●●●●○

Russian
Advanced   ●●●○○

SKILLS

Fast Learner   GitHub   HTML5   CSS3

PHP   JS   Linux   Fast Typing

Brainstorming   Critical Thinking

Troubleshooting   Good listener   Leadership

Supporter   improver   Solo   User Training

Technical Support   Process Monitoring

Request Documentation   Reporting

Device Troubleshooting

Telegram Bot Collaboration

Cross-functional Communication

Analytical Thinking   Adaptability

Multitasking   Leadership   Team Collaboration

Attention to Detail   Stress Resilience