Olesia Shevchenko

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Summary

My passion is an aviation ✈ and a tourism industries!
I'm on my path of getting new knowledges in programming and QA engineering and I'm looking for an Entry level Frontend Developer position with the opportunity to practice and grow!

Skills: JavaScript, HTML, and CSS/Bootstrap/React.js/Axios, APIs/GitLab, GitHub
Gitbook/Software testing experience/CodeSandBox/DevOps/Kibana

Experience

Customer Support Expert
Travelport
Nov 2014 - May 2022 (7 years 7 months)
• Responsibilities on the position of Helpdesk Customer Support Expert
Providing Helpdesk support of the full Travelport product range on both functional as well as technical issues. Troubleshooting problems reported by customers locally, monitoring and tracking incidents through to valid updates/resolutions. Managing of requests by Phone, Web Submit, Chat, and Email.
• Responsibilities on the position of QA engineer
Providing Quality Assurance as part of a development team.
Working closely with the development team to identify and specify bugs and usability issues. Manual testing of new features and products with a focus on usability and identification of bugs. Manual testing and preproducing of bugs reported by customers.

Leading specialist in the sale of air transportation
2013 - 2014 (2 years)

Education

National Aviation University
Master's degree, Computer Systems Networking and Telecommunications
2007 - 2012

Licenses & Certifications

SheCodes Plus Front End Development - SheCodes
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Skills

Bootstrap • GDS systems • Amadeus GDS • Help Desk Support • Technical Support • QA Engineering • HTML • Cascading Style Sheets (CSS) • JavaScript • DevOps