VLADYSLAV OMELIANENKO

TECHNICAL SUPPORT

CONTACT

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- 📍 Katowice, Poland

SKILLS

- Adaptability in fast-paced environments
- Willingness to learn
- Teamwork
- Analytical thinking
- Leadership
- Effective Communication
- Critical Thinking
- Active listening

LANGUAGES

- English (Intermediate)
- Polski (Upper-Intermediate C1)
- Ukrainian (Fluent)
- Russian (Fluent)

HARD SKILLS

- HTML, CSS, JavaScript
- Python (familiarized)
- Postman
- mySQL
- Windows, Linux
- Docker
- Grafana

PROFILE

Throughout my professional experience, I have consistently demonstrated the ability to learn quickly, act responsibly, and take initiative. I am punctual, results-driven, and perform effectively both independently and as part of a team.
I apply my technical expertise to drive improvements across projects of varying complexity, maintaining a strong focus on detail, quality, and collaboration.

WORK EXPERIENCE

Restaurant Bucket's Story
Chef of a restaurant chain   2019 - PRESENT
- Led a team, solved high-pressure incidents, improved operational workflows
- Worked with POS/CRM systems and internal IT solutions
- Created process documentation similar to internal tech documentation

CloudBridge Systems
Support Engineer   2018-2019
- Supported web hosting and cloud-based applications
- Diagnosed network and Linux server issues, configured Docker containers
- Maintained internal wiki and updated technical documentation in Confluence

TechNetix Solutions
Technical Support Engineer   2016-2018
- Provided L1/L2 support for SaaS clients, handled API issues and cloud infrastructure incidents
- Assisted with database queries and created knowledge base articles
- Communicated with clients in English, resolved up to 10 support tickets per day

EDUCATION

Computer Science Engineer   2014-2018
IT Technologies| Akademia WSB in Dabrowa Gornicza
GPA: 3.6 / 4.0

Course of professional Scrum Master   2022 - 2022
School of business | Profit Academy

Front-end developer (Angular, React, HTML, CSS)   2023 - 2024
Postgraduate studies | Studia online Wroclaw

Agile – zarządzanie w organizacjach   2025 - PRESENT
Postgraduate studies | Studia online Wroclaw