
Daniil Anufriiev

Python Engineer

Lviv

+380739429212

prototypes773@gmail.com

Telegram - @whitney_dread

SUMMARY

- Result-oriented, highly motivated Support/Team/Project Manager with 2 years of experience. Familiar with the tech part of the project.
- Able to work independently and adaptable with any team.
- Open for new technologies, methods.
- Prioritize automatization if possible.

SKILLS

Web Development (HTML/CSS/JS), Back-End (Python, API, SQL),
Documentation(Confluence), Project Management (Asana, Jira)

LANGUAGES

English - B2

German - A1

SOFT SKILLS

Leadership, Management, Organization, Problem and Conflict resolution,
Planning

EXPERIENCE

Fin-Tech Company, Kharkiv - *Head of Technical Support*

September 2022 - current

- Conducted effective meetings with project team members, clients, and executives, ensuring alignment on project goals and objectives, and facilitating a transparent communication flow.
- Managed a project team through a challenging period, providing support and motivation, which led to the successful completion of the project despite unforeseen obstacles.
- Proficient in creating and maintaining comprehensive project documentation, including project charters, work breakdown structures (WBS), risk assessments, and status reports to ensure clear communication and alignment among team members.
- Successfully implemented Service Level Indicators (SLIs) and Key Performance Indicators (KPIs) to measure project progress and success. Regularly analyzed metrics to make data-driven decisions, resulting in improved project efficiency and client satisfaction.

Fin-Tech Company, Kharkiv - *Technical Support*

April 2021 - September 2022

- Experience implementing strategies or initiatives that enhance customer support processes and address customer needs effectively.
- Demonstrated success in implementing improvements that positively impact team performance and overall customer satisfaction.
- Proven ability to make sound decisions under pressure, ensuring timely and effective resolution of customer concerns.
- Demonstrated ability to communicate effectively with both team members and customers, ensuring clear and concise information exchange.

EDUCATION

National Aerospace University "Kharkiv Aviation Institute" - *Bachelor*

September 2020 - June 2024

Specialization: Telecommunication and radiotech