

# PIERRE KONYK

## FOUNDATION LEVEL WEB DEVELOPER

### PROFILE

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I am an experienced Team Leader taking a U-turn in my career to become a Web Developer. For the past two years I have been studying programming and successfully passed MS Certifications. I am putting all the rigor and abnegation to have a career in this field.

### CONTACT

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in/pierre-konyk/

### SKILLS

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HTML/CSS/Bootstrap

Javascript/jQuery

Node.js/Express.js/EJS

Git/Github/Version Control

SQL/MongoDB

Customer Service

### WORK EXPERIENCE

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#### TEAM LEADER (2021 - present)

##### Amberta, Edinburgh

E-commerce company selling silver quality jewelry.

- Integrated chat platform to Shopify website.
- Created templates, automation API to increase efficiency in customer service handling time.
- Increase Facebook traffic by 94%.

#### TECHNICAL SUPPORT SPECIALIST (2020 - 2021)

##### Smartsheet, Edinburgh

SaaS Platform offering for collaboration and work management.

- Provided excellent service resulting in an average of 90% of First Contact Resolution.
- Solved complex enquiries or issues related to API, SAML, Network Connectivity..

#### TEAM LEADER (2019 - 2020)

##### Ascensia Diabetes Care, SYKES, Edinburgh

Global company entirely dedicated to improving the health and lives of people with diabetes

- Ensured the technical and sales team was meeting targets by setting up clear goals and objectives.

#### TECHNICAL SUPPORT SPECIALIST (2016 - 2019)

##### Nuance Communications, SYKES, Edinburgh

Computer Software company that markets speech recognition and artificial intelligence software.

- Closely worked with new or existing customers to identify software related problems and advise on efficient solutions.

### EDUCATION

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#### PDA Full Stack Software Development (2022- 2022)

##### IT Professional Training - Edinburgh - UK

Part-time course based on PDA Software Development SCQF Level 7

#### Full Stack Software Development (2020 - 2021)

##### IT CareerSwitch - Edinburgh - UK

Part time online course providing a framework to start a new career and resulting with official Microsoft Certifications.