

yaroslav.plita@gmail.com  
+380638134909  
yaroslav-plita.me  
kyiv

## summary

ex-grammarly employee on a management role. web-developer and ux hobbyist, looking for a product manager position.

## education

school #209. no higher education.

## experience

### **Livingston Research**

Customer Support

11.2016-03.2019

- provided guidance and resolved any issues faced by the customers
- tested the product and reported bugs in JIRA
- managed and trained junior customer support agents

### **Grammarly**

Technical Customer Support Lead

03.2019-10.2020

- created a **technical customer support team**:
  - gathered and analyzed current data
  - presented the results to the exec. team
  - led the technical support team creation
  - assessed work quality of the team members
- **further tasks & responsibilities**:
  - created and maintained documentation
  - shadowed a Product Manager of Grammarly for MS Office.
  - led third-party chatbot integration to reduce the number of users' requests (dropped by 3%)

## skills

SQL, MongoDB, JavaScript, HTML, CSS, Git, Figma, Scrum, Upper-Intermediate English, communication, prioritization, listening skills, working independently.