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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

03.2018-10.2020

- 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.