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## summary

starting my career as a web developer specializing in front-end technologies and searching for a company to start in.

## education

school #209. no higher education.

## experience

### **Livingston Research** Customer Support

11.2016-03.2019

- provided services information and resolved any emerging problems that customer accounts could have faced;
- guided customers through the purchasing process;
- received and answered customers' inquiries on behalf of the company via e-mail in a timely manner;
- provided feedback on the efficiency of the customer service process;
- helped with managing a team of junior customer service representatives.

### **Grammarly** Technical Customer Support Lead

03.2018-10.2020

- created a **technical customer support** team;
- answered customers' queries via email;
- leaded several projects (third-party chatbot integration, Jira documentation, support templates revision);
- assessed quality of the technical customer support members;
- worked as an intermediary between some of the engineering teams and the support team.

## skills

JavaScript, React.js, Node.js, Express.js, Redux, MongoDB, HTML, CSS, Git.  
Upper-Intermediate English