

Software Developer

VIKTORIYA MITIAKOVA

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New Graduate of Computer Programming at Algonquin College,
Experience with relational databases, object-oriented programming, developing, testing and debugging code.
Skilled in troubleshooting, and technical documentation, resulting in increased processing speed, improved customer satisfaction, and reduced training time.

EDUCATION

Algonquin College, GPA 3.9/4.0
Computer Programming with Honors
Dean's Honors List: 2021, 2022

Ottawa, ON
2021-2023

SKILLS

Databases: relational database and query (Windows Server, SQL Server, MongoDB, MySQL, Oracle)
OS: Windows, Linux, technical support tools
Java, PHP, HTML, CSS, JIRA, JavaScript, GIT
Network principles
Microsoft Office products (Word, Excel, PowerPoint and Outlook, Access)

EXPERIENCE

Ubisoft UK - Quality Assurance Specialist for Customer Service; 2016 –2017

- Authored and led training sessions to multinational teams on effective communication strategies, troubleshooting, CRM software, communication standards, handling complicated clients etc..
- Pioneered and implemented a comprehensive assessment framework for evaluating customer service agents in outsourced offices, resulting in a 20% increase in agent performance and customer satisfaction scores.
- Developed a comprehensive Tracking System / Knowledge Base with over 100 articles covering common technical issues, resulting in a 35% increase in ticket processing speed and quality of communication.
- As part of my individual projects, I created training materials, reference guides.

Ubisoft UK - Technical Customer Service Representative; 2015 –2016

- Remotely troubleshooted and resolved software product issues, email problems, account management, e-commerce for over 2000 clients via chat, call, email, resulting in a decrease in average resolution time by 30%.
- Effectively communicated complex technical issues to clients through concise and articulate explanations.
- Implemented a peer-to-peer mentorship program within the team to share best practices.
- Documented and tracked over 500 client inquiries and reported technical issues.