VLAD LUKIANETS



Личные данные

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Языки

Polish English



I have more than 2.5 years of professional experience as Technical Support Engineer who worked with a number of difficult technical projects that require excellent interaction with all company's departments, a clear understanding of the used technologies and platform workflow, high-level soft, coordination, management, technical and troubleshooting skills in order to deliver the best service to the customers shortly.

Опыт работы

Technical Support Engineer

янв 2019 - июл 2020

Interkassa, Kyiv

- handling 90+ Enterprise customers, work with the key and hard customers
- technical onboarding of the customers, resolving of the integration issues
- handling of the requests from the customers via email, ticketing system, Skype, Slack, Telegram.
- self investigation, identifying the root cause and resolution of the reported cases without involving of additional resources using own experience, knowledge of the platform workflow, product documentation
- escalation of the issues to Development, Management, Sales teams
- cooperation with Development (backend/client-side), Sales, QA, Management, Marketing, Finance teams
- Assistance in integrating payment systems to clients.

Used tools: JIRA, Confluence, Zendesk, Postman, GitHub, Stack Overflow, Kibana, Grafana, Telegram, Slack, Skype, VS Code.

Technical Support Engineer

июл 2020 - наст. время

Overonix Technologies, Kyiv

- informing and coordination of the customers via email, ticketing system, live chat
- resolving of the hard and critical cases with the customers
- reporting of the bugs to Management and Development teams

Used tools: JIRA, Confluence, Bit Buccket, Postman, GitHub, Stack Overflow, Kibana, Grafana, Zendesk, Slack, Skype, DBeaver, VScode.

Образование и квалификации

Front end developer

DanIT, Kyiv

авг 2021 - июл 2022

Навыки

HTML	• • • •
CSS	• • • •
JS	• • • • •
MySQL	• • • • •
Read logs	• • • •
Rest API	• • • •