**PERSONALDETAILS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name**: Shataliuk Vlad   
**Address**: 98, Keletska, 21021, Vinnitsia, Ukraine

**Contact number**: 0963769289

**Email**: [shatalyuk\_v@mail.ua](mailto:shatalyuk_v@mail.ua)

**SUMMARY\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

I am a fifth – year student of Vinnitsa National Technical University. My specialty is telecommunication. I have basic knowledge of telecommunication system and network, methods of switching and distribution of information. Knowledge of mobile communication system, fundamentals of radio and television broadcasting, microwave system. Application of knowledge and understanding: - ability to create databases and use Internet resource; - ability to monitor and provide the protection of information in telecommunication system.

**PROFESSIONALEXPERIENCE (EMPLOYMENTHISTORY )\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employer:** company ZOOM SUPPORT

**Period of employment:** 1.05.2016 – 1.08.2016

**Position:** seller

**Key Responsibilities:** Provide technical support for Company's Software. Communicating with Customers via Phone or Chatrooms, Helpdesk.Advice and consult Customers in any Technical Problems. Troubleshoot Operating System Issues (Mac / Windows). Identify and escalate priority software issues. Provide fast feedback about the software issues;

**Key Achievements:** sold wide range of services in the short term.

EDUCATION \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Qualification:**

**Specialisation:** Telecommunication

**Major/Minor:**

**Institute:** Vinnitsia National Technical University, Ukraine

**Graduated:** 2018

**REFEREES \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Vlad Petrov

Team Leader

Zoom Support

83, Khmelnytske shose, Vinnitsia

Email: vlad\_zoom@mail.ua