**Yeva Yesypenko**

Norwich, UK | [LinkedIn](https://www.linkedin.com/in/yeva-yesypenko-2aa852275/) | 07442617427| [yeva.yesypenko@gmail.com](mailto:yeva.yesypenko@gmail.com)

I am a second-year Computer Science student at the University of East Anglia with strong leadership and problem-solving skills. My background includes managing teams, delivering exceptional service, and utilizing problem-solving abilities in high-pressure environments, which have honed my ability to lead, communicate effectively, and deliver excellent customer service.  
With a solid foundation in collaborative work and analytical thinking, I’m eager to contribute to Nike by supporting team operations and enhancing customer satisfaction.

**EDUCATION**

**University of East Anglia** **Norwich, UK**

*BSc in Computing with Creative Technologies September 2022 - June, 2026*

* Have been involved in multiple study groups throughout two years where I showed problem-solving and communication skills, while putting forward my own ideas and making sure everyone is heard, resulting in all teamwork marks being over 67%.
* Involved in targeted group projects aimed at solving real-world issues in regions like Govan, Scotland, or Pu Ngaol, Cambodia. Responsible for researching and designing software solutions to aid local communities, followed by presenting and explaining the concepts to a non-technical evaluation team at the university.
* Active member of the UEA Rowing Club, where I played a pivotal role as a coxswain, showing my adaptive and communication skills to coach and help my rowers. Contributed to a collaborative environment, motivating and leading our novice women’s 8+ boat to achieve a 4th place in BUCS regatta, which is the highest place UEA has ever gotten.

**Igor Sikorsky Kyiv Polytechnic Institute** **Kyiv, Ukraine**

*BSc in Applied Mathematics September 2021 - July 2022*

* Became a Vice President of the module group where my objectives were: to establish communication between students and lecturers, to organise online meetings due to quarantine and to manage and collect data from absence lists which resulted in study process continuing even during war. These experiences have honed my organizational skills and ability to manage operations effectively.
* Elected as a delegate for the University Student Conference, where I represented my year group and addressed various concerns, including raising awareness about faculty misconduct. This role developed my leadership skills and ability to solve problems, reflecting the quick-thinking and problem-solving skills.
* Successfully finished my first year as I moved to UK and got my current student place at UEA resuming my studies in Computing Sciences.

**WORK EXPERIENCE**

**RINA Health (Psychosocial support volunteer org. for war survivors) Remote, UK**

*Manager - customer service February 2023 – September 2023*

* Facilitated communication for over 50 clients and therapists, ensuring transparent interactions and resolving 30+ cases, showcasing a methodical approach to problem-solving.
* Resolved a client-therapist mismatch by suggesting a solution and finding a better specialist, demonstrating strong communication and problem-solving skills.
* Enhanced client-therapist matching through a data-driven approach by analyzing personality traits and integrating AI technologies, leading to better pairings and reflecting experience in generating insights from data.

**Community Kitchen Volunteer (Providing meals for war survivors) Lviv, Ukraine**

*Kitchen Assistant March 2022 – May 2022*

* Managed operations for a team of 5+ cooks, ensuring efficient preparation and delivery of meals to over 50 adults and children daily, which helped develop strong duty management skills and ensured compliance with food safety requirements.
* Collaborated with kitchen staff to maintain high standards, demonstrating exceptional teamwork and a methodical approach to problem-solving.
* Communicated effectively with both staff and meal recipients, offering exceptional customer service and demonstrating the ability to motivate front-line staff in a high-pressure environment.

**SKILLS**

* **Leadership and Teamwork:** As a coxswain for the UEA Rowing Club, I developed strong leadership and motivational skills by guiding my team to a historic 4th place finish in the BUCS regatta. This role enhanced my ability to communicate effectively and work collaboratively under pressure.
* **Duty Management and Organization:** In a community kitchen, I managed a team of cooks to ensure efficient meal preparation and adherence to food safety standards, demonstrating my organizational skills in a fast-paced environment.
* **Problem-Solving:** At RINA Health, I successfully resolved over 30 client-therapist cases, showcasing my ability to quickly identify issues and implement effective solutions.
* **Customer Service and Communication:** My volunteer work involved delivering exceptional service and maintaining high standards of customer satisfaction, which aligns with the role’s focus on improving sales and service quality.
* **Analytical and IT Skills:** As a Computer Science student, I bring strong analytical and IT skills to support innovative solutions and operational improvements.

**ADDITIONAL INFORMATION**

* **Availability**: Flexible with scheduling, including evenings, weekends, and holidays.
* **Passion for Sports and Retail**: Enthusiastic about Nike’s mission and eager to contribute to a team that values innovation and customer experience.
* **Commitment to Learning**: Excited to leverage Nike’s training programs to stay updated on products and enhance sales techniques.