

## SUMMARY OF QUALIFICATIONS

Professional software development specialist with significant experience in web and cloud application development, mobile application development, desktop application development, and related areas. Quick to become familiar with the latest industry trends in web development technologies, while demonstrating a logical and analytical approach to detecting and solving complex problems using advanced tools and methods. Possesses excellent interpersonal and communication skills, and the ability to develop and maintain positive internal and external relationships. Enjoys being part of a successful team and thrives in high pressure and challenging work environments.

### Core Competencies/Areas of Expertise

Software Development • Web Content Management • Website Optimisation • Web Scripting Technologies • Data Management  
Information Technology • Troubleshooting • Web Banner Creation • Technical Support • Training • Customer Service

## TECHNICAL EXPERTISE

**Packages:** *Git, Webpack, npm, Google Web Designer, Adobe Suite, Visual Studio Code, JetBrains Web Storm and Sublime text.*  
**Technologies:** *HTML5, CSS3/SASS, Bootstrap, JavaScript, jQuery, Angular and GSAP.*

## SKILLS PROFILE

### Information technology and software development

- Has gained experience working in technical positions with various firms.
- Experienced in working on projects that have included web and cloud application development, mobile application development, desktop application development, and an application development project, in addition to developing test cases for each project.
- Possesses a Diploma in Software Development (Level 7) from EDENZ Colleges in New Zealand, in addition to several certifications from reputable institutions.

### Teamwork, problem solving, and multitasking

- Works comfortably on own initiative, as well as in teams of varying size, duration, and complexity.
- Adept at investigating and analysing system incidents and applying corrective action, as well as providing various forms of technical support to clients.

### Communication and customer service

- Interacts well with team members and clients alike to resolve technical issues.
- Trilingual ability enhances effective communication in a multicultural environment.
- Provides clear, professional, informative, and appropriate communication to colleagues and customers.
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## PROFESSIONAL EXPERIENCE

PRIVATBANK, Dnipropetrovsk, Ukraine

### **Service Desk Analyst • 2013 – 2016**

- Provided technical support to internal staff with the aim of resolving queries at the first point of contact.
- Diagnosed operational problems in the banking software.
- Transferred issues to the appropriate department to be resolved.
- Created tickets in the service desk system and analysed incoming incidents.

### **Key Achievements:**

- Honed problem solving, troubleshooting, and logical thinking abilities, as well as analytical skills.
- Developed the ability to work under pressure and quickly understand new business environments, issues, and data challenges.

### **Education Centre Recruiter for IT Specialists • 2012 – 2013**

- Reached agreement with universities in Dnipropetrovsk on the recruitment of students.
- Organised meetings with university students.
- Conducted student input and output testing.
- Solved organisational issues.
- Controlled attendance.
- Recruited developers in IT departments.

**Key Achievement:**

- Created and operated the education centre.

ALKAR-TELEPORT LTD, Dnipropetrovsk, Ukraine

**Computer Systems Specialist • 2011 – 2012**

- Received requests from customers.
- Consulted on products and services.
- Eliminated technical problems.
- Configured software remotely.

**FREELANCE PROJECTS**

- <http://vlada.rf.gd/>

Website-resume: Created web pages using HTML, CSS Grid, CSS Flex.

- <https://okflowers.org/>

Website-portfolio: Created web pages using HTML, CSS, Bootstrap and then template was adapted for Wordpress.

- <https://granny-10517.web.app/>

Food delivery service website: Created web pages using Angular, HTML, CSS/SASS, TypeScript and Bootstrap.

- <http://wedding-flowers.zzz.com.ua/>

Floristic service landing page: Created web pages using HTML, CSS, JavaScript/jQuery and Bootstrap.

- <http://humor.rf.gd/>

An educational program landing page: Created web pages using HTML, CSS Flex, JavaScript/jQuery.

- <http://banners.kl.com.ua/>

Web banners: Created web banners using JavaScript/GSAP, Google Web Designer.

**EDUCATION AND PROFESSIONAL DEVELOPMENT**

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EDENZ COLLEGES, New Zealand

**Diploma in Software Development (Level 7)**

- Included units on Software Architecture; Software Architecture Quality Attributes (Reusability, Maintainability, IT Security, etc.); Software Requirements; and Requirements UX, SDLC, and Testing.
- Created several projects, which included web and cloud application development (HTML, CSS, Bootstrap, JavaScript, PHP, Heroku); mobile application development (Java, Android Studio); desktop application development (Java, XML); and an application development project (HTML, CSS, Laravel, AWS). Also developed test cases for each project.

DNIPROPETROVSK NATIONAL UNIVERSITY, Ukraine

**Bachelor of Education and Mathematics**

- Included units on ECM (Electronic Computing Machine) and Programming in Fortran, PL/1, Assembler Language; Methods of Computing and Computing Practicum; Optimisation Methods; Computer Science; and Mathematical Programming.

**COURSES/CERTIFICATIONS/LICENCES**

**Responsive Web Design Certification**, freeCodeCamp, 2019

**JavaScript Algorithms and Data Structures Certification**, freeCodeCamp, 2019

**Quality Certificate of Advanced Training in C++**, National Metallurgical Academy of Ukraine ■ 2001

**ADDITIONAL INFORMATION**

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**Languages Spoken:**

English, Russian, and Ukrainian.

**Interests:**

Aerial silks, amigurumi, and cooking.