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09.2018 - 07.2021

└ SALUS CONTROLS EU

└ Modern Solutions for Heating Control, Lighting and Improving Safety. Solutions for Installers, Users and Developers

└ Poland, Katowice

└ Technical Specialist Poland and Eastern Europe

Participation on new product development

- Participation in weekly meetings on new product development;
- Testing of new products in accordance with technical requirements PRD to ensure the requirements of use;
- Report any software problems / mobile application problems to the relevant IT department, etc.;
- Participate in meetings with direct customers to improve our OEM products;
- Report any software issues and inquiries or request improvements through the Atlassian JIRA & Confluence platform.

Representation of the company

- Business trips to Eastern Europe to meet with customers, hold meetings, discuss technical product development;
- Representation of the company at international exhibitions.

Preparation of commercial proposals

- Development of project documentation in ZWCAD (analog of AutoCAD) general data, installation plan, installation plan;
- Technical calculation and preparation of a commercial proposal.

Firmware Updates / Reprogramming Supervising

- Ensuring availability of all required programmers for different types of SoCs/MCUs. using Linux, PowerShell scripts;
- Providing instructions to our staff members regarding reprogramming procedures.

Technical support

- Providing 1st and 2nd line of technical support to customers through e-mail messages, Support, and phone calls.;
- Development of presentations;
- Conducting trainings / webinars for installers, distributors, sales representatives in the technology segment such as:
 - Z-Wave, MQTT, ZigBee, TCP/IP,
 - Google Home, Apple HomeKit, Amazon Alexa, Tuya Smart, Samsung SmartThings,
 - as well as "Smart Home" and methods of managing HVAC systems;
- Collect feedback from customers about the user experience of the interface and their experience with our products, request changes to developers in need to improve and adapt specifications to market demand;
- Reporting problems to IoT platform vendors;
- Testing of mobile applications (iOS / Android) as well as Web applications.

IoT market analysis of "Smart Things" and HVAC management systems

- Development of product development strategy in various eco-systems (such as ZigBee 3.0, OpenTherm, ModBus, KNX);
- Creating a comparison of "Benchmark" for different groups of products, to identify factors of preferences that affect sales and future product development;
- □ Training of the sales department on the technical advantages of the product.

└ **SALUS CONTROLS UA**

└ **08.2017 - 09.2018**

└ **Technical support manager**

└ **Ukraine, Kyiv**

- **Organization of work in areas**
 - - technical support,
 - - after sales service;
- **Solving complex technical issues;**
- **Work with complaints (Warranty conditions) in the chain:**
Manufacturer - Representative office - Dealer - End user;
- **Development of programs and materials for training;**

< -- Relocation to Kyiv -->

-> └ **09.2014 - 09.2017**

-> └ **Technical Specialist**

-> └ **Ukraine, Chernivtsi**

- **Technical support for dealers, installers and consumers;**
- Business trip to Ukraine
- Support of partners in warranty issues and selection of equipment;
- Technical training, examination of employees;
- Creating presentations for seminars, training;
- Communication with the main technical department to resolve issues in non-standard cases and service reports;
- Receiving feedback to simplify product installation and consumer use.



EDUCATION:

| 09.2011 - 05.2017

| Yuri Fedkovych Chernivtsi National University

| Master's degree, Professional education, Engineer-teacher-researcher



Language Skills:

- English - Intermediate;
- Polish – Fluent;
- Ukraine - Native.



Skills:

- HTML/CSS Basic;
- SQL Basics;
- Test Tools: Jira, Confluence;
- Git version control
- Advanced user of PC



Certificates and refresher courses:

- Basic course AutoCad | ZWCAD;
- Course "Digital Product Design: UX / UI";
- Introduction to CS50 programming;
- Git. Basic course
- Linux. Basic course

Extra information:

PC: Advanced user of PC, Driving license: «B»

MAIN BUSINESS QUALITIES: Professional, responsible, ability to work hard, training skills, organizational and administrative skills, easy learning, flexible, excellent communication skills, team player with good sense of humor.