

## Ashley Borkowicz Support Hero / Product Specialist

Passionate about programming and providing a great UX. Madly in love with Python and Linux, interested in functional programming. Flexible and empathetic, they're always up for a new challenge.

This resume looks better in the browser! Take a look here: [https://maybork.github.io/astro\\_resume/en/](https://maybork.github.io/astro_resume/en/)

## Professional Experience

LiveChat Inc

Support Hero / Product Specialist 2022-06 - ongoing

7 months

Real-time customer service, technical troubleshooting and automation of internal processes with use of Python and JS. Close cooperation with the HelpDesk development team, UXR, collection and analysis of customer feedback.

- 'Customer advocate' of 2022 nominee
- Reached ~95% CSAT due to expert knowledge and great attitude
- Reduced the resolution time of internal issues with HelpDesk by ~60%
- Created multiple technical articles in the internal wiki, detailing processes and workflows

## Education

Technikum nr 7 im. Polskich Zwycięzców Enigmy Wrocław

IT specialist 2017-09 - 2021-06

- EE.08 Montaż i eksploatacja systemów komputerowych, urządzeń peryferyjnych i sieci (Installation and utilization of computer systems, peripherals and networks)
- EE.09 Programowanie, tworzenie i administrowanie stronami internetowymi i bazami danych (Programming, building and administrating websites and databases)

## Skills

- HTML
- CSS
- JavaScript
- Python w/ mypy
- Flask
- SQL
- Git
- Functional programming
- Linux
- UXR
- Customer support
- Scala3
- Technical writing

## Languages

- Polish - Native
- English - C1