



Maksim Svistukhin

## DETAILS

📍 Prague, Czech Republic  
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## SKILLS

Excelent communication  
Front-end development  
Web design  
Direct sales  
Solution design  
Team management

## LANGUAGES

English **C1**  
Czech **C1**  
Russian **NATIVE**

## TECH SKILLS

HTML CSS JavaScript  
React Git  
SCSS Sketch Adobe CS  
Webflow Figma

## PROFILE

Highly skilled professional with a strong background in software development and team management. Proficient in sales and communication. Passionate about finding solutions to a wide range of issues. Proven ability to lead and motivate teams to achieve success.

## EMPLOYMENT HISTORY

**Front-end developer** 2/2020 – Current  
Berlin, Germany  
EdgeCase Technology

- Created high-quality mockups and prototypes using Figma
- Developed web applications using HTML, CSS, JavaScript, and React
- Utilized Agile development methodologies to efficiently deliver projects

**Team manager** 12/2017 – 2/2019  
Prague Group Adventures s.r.o.  
Prague, Czech Republic

- Created roadmaps and evaluated project performance
- Hired, coached, and onboarded team members
- Maintained service quality and relationships with suppliers
- Implemented effective communication strategies to ensure team cohesion and productivity

**Team-leader (Customer support )** 6/2016 – 10/2017  
XEROX o.s.  
Prague, Czech Republic

- Collaborated with other departments to ensure customer needs were met
- Tracked customer complaints to identify areas for improvement
- Trained and managed a team of customer support representatives
- Utilized customer relationship management (CRM) software to track and prioritize customer interactions

**Customer Support Advisor** 11/2014 – 6/2016  
XEROX o.s.  
Prague, Czech Republic

- Identified and assessed customers' needs to achieve satisfaction
- Met personal and team sales targets and call handling quotas
- Provided accurate, valid, and complete information using appropriate methods and tools
- Utilized conflict resolution skills to effectively handle customer complaints and issues

**Travel agent/Coordinator** 2/2014 – current  
Pissup Europe  
Prague, Czech Republic

- Sold and coordinated tours and activities
- Trained newcomers
- Handled travel issues, conflicts, and complaints
- Utilized knowledge of global destinations and travel trends to make informed recommendations to clients

## EDUCATION

**Operations management, bc**  
Samara State Technical University  
Samara, Russia

**Management, bc**  
Czech University of Life Sciences Prague