



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 communication, team management, and sales. Proficient in web design and software development. 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