



## Maksim Svistukhin

### DETAILS

📍 Prague, Czech Republic  
☎ +420 608594057  
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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

I am a strong professional in communication at all levels. I have an extensive experience in team management and sales, as well as decent skills in web design and SW development. Overall, I can describe myself as a person, passionate about finding solutions for a rather wide range of potential issues.

### EMPLOYMENT HISTORY

**Front-end developer** 2/2020 – Current  
Berlin, Germany  
EdgeCase Technology  
• Creating quality mockups and prototypes in Figma  
• Web development using HTML, CSS and JavaScript(React)

**Team manager**  
Prague Group Adventures s.r.o. 12/2017 – 2/2019  
Prague, Czech Republic  
• Create roadmaps and evaluate project performance  
• Hire, coach, onboard and motivate team members  
• Maintain both service quality and relations with suppliers

**Team-leader (Customer support )** 6/2016 – 10/2017  
XEROX o.s.  
Prague, Czech Republic  
• Collaborating with other departments to ensure that they met customer needs  
• Track customer complaints to help identify areas where improvements can be made  
• Training and managing a team of customer support representatives

**Customer Support Advisor** 11/2014 – 6/2016  
XEROX o.s.  
Prague, Czech Republic  
• Identify and assess customers' needs to achieve satisfaction  
• Meet personal/customer service team sales targets and call handling quotas  
• Provide accurate, valid and complete information by using the right methods/tools

**Travel agent/Coordinator** 2/2014 – 2/2018  
Pissup Europe  
Prague, Czech Republic  
• Sell and coordinate tours and activities  
• Train newcomers  
• Handle travel issues, conflicts, complaints

**Luxury Retail Sales Manager** 5/2011 – 8/2012  
Boutique Vittoria  
Samara, Russia  
• Support consultants in closing sales  
• Set individual sales plans and KPI  
• Remain aware of industry trends, to determine strategic opportunities to maximize sales within the market

### EDUCATION

**Operations management, bc**  
Samara State Technical University  
Samara, Russia  
**Management, bc**  
Czech University of Life Sciences Prague