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BOHDAN LATKOVSKYI

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**PROFESSIONAL SUMMARY:**   
Results-driven and versatile professional with years of experience in in quality assurance, specializing in user support, test automation and project management. Proven track record of delivering high-quality solutions and driving continuous improvement initiatives. Skilled in collaborating with cross-functional teams to achieve project goals and exceed client expectations. Seeking opportunities to leverage my diverse skill set and expertise in a challenging role within the Canadian market.

**HIGHLIGHTS OF QUALIFICATIONS:**

**SKILLS:  
Customer support,** Project Management, Test Automation, Quality Assurance, Agile Methodologies, Java core, Python core, SQL, Git  
  
**WORK EXPERIENCE:**

****User Support Technician (volunteer)**Calgary Food Bank, Calgary, Canada Jun 2024 – Present  
Call Center Operators allow the Food Bank to fulfill its mission of providing emergency food support   
 for families and individuals facing crisis and helping our clients by determining the root cause of the   
 client’s situation and connecting them with appropriate partnering agencies.**

**Quality Assurance Engineer** Oct 2021 – Apr 2024  
Pillar – Solid Offshore, Vinnytsia, Ukraine  
 Developed and executed web application test plans, combining manual and automated testing methods.  
 Analyzed test results, enhancing automated scripts for improved software quality.

**Embroidery Machine Operator and Designer**  Sep 2015 – Mar 2022  
Funnymedicalcaps, Self-employed, Vinnytsia, Ukraine  
 Collaborated closely with customers to bring their creative visions to life.  
 Managed the embroidery process from start to finish and ensured the quality and precision of each design.

**Junior Frontend Developer** Mar 2020 – Oct 2021Freelance,Self-employed, Vinnytsia Region, UkraineTranslated design mockups into functional web interfaces using HTML5, CSS3, and JavaScript.  
 Collaborated on frontend feature implementation and participated in code reviews.

**HVAC Engineer**  Jan 2012 – Nov 2020  
Ukrtransgaz, Vinnytsia region, Vinnytsia, Ukraine  
 Led teams to ensure project success and mentored for professional growth.  
 Developed HVAC plans adhering to regulations and ensured project quality and safety.  
 Managed project schedules and coordinated with stakeholders, subcontractors, and suppliers.

**HVAC Draftsman**  Aug 2010 – Jan 2012  
Ukragroenergozberezhennia, Vinnytsia Region, Vinnytsia, Ukraine  
 Created detailed HVAC drawings, collaborated with engineers, and ensured compliance with codes.  
 Utilized CAD software for accurate 2D and 3D models.  
 Prepared documentation and coordinated system integration into building designs.

**VOLUNTEERING:**Calgary Food Bank Jun 2024 - Present   
  
**EDUCATION:**Vinnytsia National Technical University 2013 – 2015  
Master's degree, Electromechanical systems of automation

Ivano-Frankivsk National Technical University of Oil and Gas 2009 – 2011  
Master's degree, Design and operation of gas and oil pipelines and gas and oil storage facilities

Vinnytsia National Technical University 2005 – 2010  
Master's degree, HVAC, gas supply, water supply.  
  
**CERTIFICATES:**   
Google IT Support Professional Certificate Jul 2024  
  
**LANGUAGE:**   
English – upper intermediate,   
Ukrainian – native.  
  
**INTERESTS:**   
Continuous learning and improvement – reading, online courses.  
Outdoor activities – table tennis, gym.