DOMINYKAS RUTKAUSKAS

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LinkedIn

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GitHub

github.com/domrut

TECHNICAL SKILLS

Front-End

React.js, HTML, CSS, JS, Redux Router, Styled Components, Tailwind, *(currently learning Next.js, TypeScript)*

Back-End

Node.js, Mongoose, MongoDB

Additional tools

Git, Figma

SOFT SKILLS

Teamwork
Analytical thinking
Problem solving
Attention to details
Motivated and goal driven

CERTIFICATES

Front-End Development(Code Academy)
(2023-06)
8 month(480h) course. Stack: React.js, Node.js, Mongoose, MongoDB. HTML, JS, CSS.

EDUCATION

Informatics Engineering Bachelor

Vilnius Gediminas Technical University
2016-09 – 2020-06
Final thesis: Bachelor's thesis on Web Application development with React and React Redux

High School
Vilnius Vytautas Magnus Gymnasium
2012-09 – 2016-06

WORK EXPERIENCE

Kilo.Health Technical Specialist
2021-12–2023-06
Developing and maintaining product help center using Front-End stack;
Creating various automations, workflows with Zendesk to improve support efficiency;
Working with Zendesk Explore dashboards to analyze and provide ticketing data;
Building live-chat script integrations in React applications;
Managed survey integration from start to end that unified collected information and increased survey response rate by 20%.

Omnisend Technical Support Specialist
2021-05–2021-12
Debugging and escalating various web application related issues, logging processes/information in Jira;
Providing guidance for customer support teams about technical issues;
Providing support for clients custom API/Front-End related integration issues;
Experience with SQL queries, Front-End development tools.

Tesonet Front-End Developer Internship
2020-08–2020-09
Working Front-End development tools (SCSS, JavaScript, HTML);
Implementing features and reusable components with React;
Providing continuous version control using Git;
Working alongside UI/UX designers using collaboration tools (Zeplin, Figma).

Tesonet IT Support Specialist/Shift Supervisor
2019-04–2021-05
Working with Stripe and Salesforce platform for upselling and invoicing;
Providing advanced technical support during sales calls;
Solving and managing technical and account related B2B client inquiries via live-chat and e-mails;
Communicating with clients to understand their needs and explain product value;
Overseeing day-to-day operations as shift supervisor;
Maintaining and creating articles on Internal Knowledgebase for better support experience;