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I am an organized person who is eager to learn new technologies and implement them. I also have good time-management skills and the ability to prioritize the tasks at hand, as well as enjoy working in a busy environment.

WORK EXPERIENCE

Senior Advisor for Apple iOS Support Convergys Global Services (now Concentrix)

07/2014 - 01/2019

Berlin

- Achievements/Tasks
- phone and email technical support for end-customers in German
- providing recommendations for first-level advisors
- mentoring new colleagues
- handling complex cases with confused and fuming customers

Executive AssistantCaspian Offshore Services

09/2011 - 03/2013

Simferopol, Ukraine

Marine Industry

- Achievements/Tasks
- communication with different parties involved into the process of marine vessels chartering
- prioritization the business processes

Project Administrator, Technical Translator CNGS Engineering

08/2005 – 09/2008 Oil&Gas Industry Simferopol, Ukraine

- Achievements/Tasks
- internal coordination between departments
- translating technical documentation

EDUCATION

Bachelor of Publishing and Editing

Crimean Institute of Information and Polygraphic Technologies

09/2009 - 07/2010

Simferopol, Ukraine

 Master of Arts, English Language and Literature

Tavrida National University

09/2000 - 06/2007

Simferopol, Ukraine

SKILLS

teamwork

adaptability

active listening

organization

project-solving

TECHNOLOGIES

JavaScript, ES6

Webpack

Git

HTML & CSS

Basic Python

Basic SQL

COURSES

Advanced JavaScript and React (02/2020 – Present)

ReDi School (Berlin)

Front-End Developer Course (06/2019 – 12/2019)

Yandex Praktikum (online bootcamp)

Introduction to Databases

Stanford University (online)

Learn to Program: The Fundamentals (Python)

Coursera, University of Toronto (online)

Basics of Linux Shell

Udemy (online)

Introduction to Building Web Applications with EmberJS

Simplabs (Berlin)

Ruby on Rails Beginners Workshop

Rails Girls (Berlin)

LANGUAGES

English

German

Full Professional Proficiency

Professional Working

Proficiency

Ukrainian

Russia

Native or Bilingual Proficiency

Native or Bilingual Proficiency

INTERESTS

Chess

Knitting