Curriculum Vitae

Kutsik Inna

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| Ukraine, L’viv  Cell: +380503376968  E-mail: [innakutsik@gmail.com](mailto:innakutsik@gmail.com)  Born: 9.03.1985, Sumy, Ukraine |  |

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| Education: | 1.09.2002 – 30.12.2007Speciality: Information security engineerInstitute of Telecommunications, Radioelectronics and Electronic Engineering National University ‘L’viv Polytechnic’  1.09.2001-1.06.2002 Mathematics, physics and computer programmers course for secondary schoolchildrenSumy State University (SSU)1.09.2000 – 1.07.2002High school with advanced courses in mathematics and scienceSumy Specialized School №101.09.1995 – 1.05.2000Painting & Decorating coursesHlukhiv art school |
| Experience: | 7.11.2012 – up to now  On paternity leave  1.09.2005 – up to now  MTS [www.mts.com.ua](http://www.mts.com.ua)  (MTS is the biggest operator in the mobile communications in Eastern and Central Europe)  Call Center technical support agent  Responsibilities:   * obtaining client information by answering telephone calls; * interviewing clients; * verifying information; * solving clients’ problems (Provide technical problem resolution to customers by performing a question diagnosis while guiding users through step-by-step solutions. Solutions include, but are not limited to, resolving Internet connection problems (gprs, cdma, 3g) and problems with services (sms, voice mail, conference calls, blackberry services and others), setting up phones, uninstalling/reinstalling basic software applications, verifying proper software set up); * sell additional services; * take part in tutoring program (have been working as tutor for 5 years). |
| Skills: | * strong analytical and communication skills; * calm and meticulous worker; * easy learning; * accuracy and attention to details; * self motivated; * tolerant to stressed situations; * planning and organizing; * [**acting as a team player**](http://jobsearch.about.com/od/skills/fl/teamwork-skills.htm); * **accepting feedback and applying lessons learned.**   **Operating Systems:** Microsoft Windows 95/ 98/ 2000/ XP/ 2003 Server/ Vista/7, Linux  **Programming Languages/ Technologies:** html/css , html5/css3, JavaScript, LostGrid, Bootstrap, Stylus/Less/PostCss, Webpack, Angular(learning), Node.js, Python/Sql(beginner)  **Programs:** MS Office, Adobe Photoshop |
| Languages: | **Ukrainian** – Native  **Russian** – Native **English** – Intermediate |
| Accomplishments: | 1.06.1997 – 2nd place at the Hlukhiv drawing competition “Sidewalk Chalk Drawings”  1.08.1996 – awardee of Ukrainian painting competition “Ukraine is for kids” |
| Hobby: | Books, travelling, technologies, painting, psychology, yoga |
| Trainings: | 2011 – “Mobile and Cellular Networks, Technologies and Services”, “Customer orientation”  2010 – “Team working”, “The Basics of Effective Telesales”  2009 – “Negotiations & Influence”  2007 – “Mobile and Cellular Networks, Technologies and Services”  2005 – “Negotiation Conflict Styles”, “Negotiation” |