

Vadym Hulchenko

Certificated Google IT Support Professional

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Achievements:

- LE-1: Linux Essentials
- Microsoft Technology Associate: Networking Fundamentals
- Google IT Support Professional Certificate

Skills:

- Linux (Bash, Debian, Ubuntu, CentOS)
- Networking (TCP, IP, OSI, CIDR)
- Ansible
- Git/GitHub
- Python

Work Experience

Help Desk/Director

Hounds Like Fun - Calgary, AB

May 2018 to Present

- Install and configure computer hardware operating systems (Linux, Windows) and applications
- Monitor and maintain computer systems and networks
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Creating System Backups
- Develop and implement plans and objectives for the department in an effective and innovative fashion
- Participate in budget development and monitoring of expenses
- Analyze problematic situations and occurrences and provide solutions to ensure company survival and growth
- Oversee events and conferences as needed
- Customer Service

Account Coordinator

C.H. Robinson - Calgary, AB

May 2019 to August 2020

- Direct Customer experience with massive corporations, such as Costco, Loblaws, UFA, etc.
- A highly motivated and organized logistics professional with excellent problem solving and interpersonal skill
- Successful at managing customs compliance, inventory control, customer service and transportation logistics

- Build relationships and communicate shipment updates effectively to provide a positive customer experience
- Problem solve and identify opportunities to improve operational efficiency
- Analyze customer inquiries, make informed decisions, and provide quality and timely updates to customers
- Generate reports, analyze load data and meet customer expectations

Logistics Coordinator

Traffic Tech Inc. - Calgary, AB

April 2018 to May 2019

- Strong vendor relationships
- Transportation operations (dispatching, tracking, and scheduling of orders)
- Cost negotiation and carrier selection (OTR, IMDL and LTL)
- Preparing required shipping documentation
- Effective and professional communication with clients and carriers
- Minor accounting functions
- Data entry

Team Lead

Sparta Movers - Calgary, AB

October 2016 to April 2018

- Obtained signatures needed to complete and process all paperwork in a timely manner
- Verified sales orders before loading and unloading cargo. Operated manual and mechanical equipment in a safe and efficient manner
- Evaluated customer needs and determined appropriate action, referring their questions to management when necessary

Landscape Contractor

Marisk Landscaping - Calgary, AB

January 2015 to October 2016

- Performed heavy labor such as ditch digging, paving and hauling
- Installed, repaired and rebuilt tile, brick and stone surfaces
- Used a pick and shovel to dig, spread and level dirt and gravel
- Cut materials to specified sizes for installation using power saws and tile cutters
- Arranged and stored materials, machines, tools and equipment

Dispatcher(Intern)

MSC MEDITERRANEAN SHIPPING COMPANY - Calgary, AB

June 2012 to August 2012

- Assisted shipping agents and customers over the phone
- Handled daily consignments and other paperwork
- Developed reputation as an efficient service provider with high level of accuracy

Education

Bachelor's Degree in Logistics

Odessa National Maritime University - Odessa, Ukraine

September 2010 to May 2014

Bachelor's Degree

Skills

- Help Desk
- Tech Support
- VPN
- Desktop Support
- MAC
- Service Desk
- Active Directory
- Linux
- Windows
- Git
- Github
- Python
- Ansible
- Networking