

Ihor Kruchynskyi

Senior Software Engineer

New York, NY 10019

+1 (903) 787-3046

ikruchynskyi@gmail.com

<https://ihork.link>

<https://www.linkedin.com/in/ikruchynskyi>

WORK EXPERIENCE

Adobe (<https://www.adobe.com/>) - Full-time - New York, NY

Payment Services Customer Technical Advisor

11/2023 – present

- Guided clients through pre and post-sale processes for Adobe Payment Services, ensuring smooth onboarding and tailored integrations
- Tackled critical issues and developed self-service tools to empower sales team and improve client discovery
- Worked closely with product team to identify and resolve key bottlenecks, enhancing overall service performance
- Facilitated communication between engineering, support, product, sales, and payment processor teams
- Applied technical expertise in Adobe Commerce, React, Spring, Kubernetes, Jenkins, Amazon SQS, New Relic, Splunk, and Grafana

Adobe (<https://www.adobe.com/>) - Full-time - Austin, TX

Senior Software Engineer

03/2014 – 11/2023

- Resolved complex issues for Adobe Commerce Cloud clients, specializing in Magento Commerce, MariaDB, Elasticsearch, RabbitMQ, NGINX, Docker, Redis, New Relic, Grafana, and Fastly CDN
- Developed and implemented functional automation tests for Magento projects using PHPUnit and Selenium
- Conducted thorough code reviews for Magento Partner extensions, ensuring quality and adherence to best practices
- Created an automated extension verification system using Docker and Jenkins, improving security and code quality
- Established coding standards for external Magento developers (available at github.com/magento/marketplace-eqp)
- Contributed to the development of Magento Marketplace, Developer Portal, and Package Repository.

Umaks-Service - Full-time - Kyiv, Ukraine

Software Engineer

03/2012 – 07/2014

- Created and managed websites based on WordPress CMS.

Ignite Outsourcing Ukraine- Full-time - Kyiv, Ukraine

Software Engineer

08/2011 – 11/2012

- Crawled data using Python from customers' and competitors' stores.

DKS (<https://dks.com.ua/>) - Full-time - Kyiv, Ukraine

Network Engineer

04/2010 – 08/2011

- Provided tech support for a local internet provider.
- Analyzed and troubleshoot any issues connected with the network.

EDUCATION

2010 – 2011 - Zhytomyr European University: Finance and Credit faculty - Specialist degree

2007 – 2010 - Zhytomyr European University: Economical Cybernetics faculty – Bachelor's degree

LANGUAGES

Ukrainian – native; Russian – fluent; English – fluent.