

# Ihor Kruchynskyi

**Senior Software Engineer**

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## 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-epp](https://github.com/magento/marketplace-epp))
- 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.