

Igor Prokopenko



Date of Birth -> 02/03/1988

Nationality -> Ukraine

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Technologies used

Platforms - IOS, Android, Mac, Windows.

Helpdesk systems - Front, ZohoDesk, HelpScout, Groove, SupportBee;

Services – Trello, Delighted, Google Workspace, Slack, Skype, Jira Confluence, Zeplin, Appfollow, Figma, Amplitude.

Developer Tools – Terminal, Xcode, Swift, Sublime Text, GitHub, StackOverflow.

iOS API's – UIKit, Auto layout, CocoaPods, GCD, basic Networking, Segues, TableViews, CollectionViews, SOLID, Animations.

Experience

December 2021 – Nowadays

iOS developer at **LeadsDoIT**. Two applications so far have been released under partners agreements in AppStore.

Using on daily basis:

Auto layout, Notifications, Communication Patterns, MVC, Storyboards, Programmatic UI, etc.

January 2020 – December 2021

Head of Support at **Softorino**.

Organization of the work of the support department from a scratch to a full operating system element in the company.

Main responsibilities included:

- Implementation of user support, recruitment, team management, performance of tasks related to the marketing of company applications, work with reporting.

January 2019 – December 2019

Customer Support Specialist at **Amazing Apps**, Mobile Application Development (IOS/Android), Viral Content and Related Web Services.

Key features included:

- processing messages from users by e-mail (helpdesk), conducting interviews and surveys of users (about 40 from users from all over the world);
- reporting and classification of the issues for the QA team (Google Sheets, Confluence);
- processing user reviews on the Google Play and AppStore platforms in order to solve problems and maintain the company's reputation;
- held various meetings on planning with and policy of interaction between departments.

April 2017 – January 2019

Account Specialist / Sales Manager at **Bridges LLC** (agro; consulting).

Main responsibilities included:

- organization of seminars, trainings, trips to the USA for advanced training courses and conferences related to agribusiness;
- coordination of cooperation between the Ukrainian and American parties in relation to laboratory testing of soil at Ward laboratories Inc.

September 2016 – April 2017

Copywriter at **ProAgro**, also acted as a project manager for conferences dedicated to agricultural events.

Studies and courses

July 2020

Apple Service Fundamentals Exam -> 92% out of 100 Pass.

June 2020

ACMT 2019 Mac Service Certification Exam -> 80% out of 100 Pass.

January 2019

Course on studying HTML, CSS (1.5 months) - ITEA (Kyiv, Ukraine).

2013 – 2015

Studying at the master's program "European Forestry" (120 ECTS).

2013

IELTS language test in English - **6.5 Academic**.

February 2014 – July 2014

Internship period at the European Forest Institute (EFI), Forest for Society program. My assignments were mainly focused on database analysis and interpretation methods, as well as statistics on timber trade flows between different regions of the world (UN, FAO, WTO).

June 2010

Specialist (5 years of study) at Taras Shevchenko National University of Kyiv, Faculty of Biology, Department of Virology (Kyiv, Ukraine).

Other skills

- Management ability to identify, study, improve and optimize complex workflows;
- Ability to learn quickly;
- Driver's license -> B;
- English -> Advanced.

I am fond of -> Swift programming (iOS) -> Hacking with Swift, Sean Allen, Brian Voong, etc.

Sports -> boxing, table tennis.

Movies -> fantasy, sci-fi, adventure.

Series -> British detective movies, Scandinavian thrillers, American dramas.

Books -> science fiction, adventure, technology, iOS development.

Music -> electronic, rock.