CV

Personal data

Name	Karina Hodel
Birthday	05.02.1996 Ukraine
Phone	+48 886907661
Email	rinahodel@gmail.com
LinkedIn	www.linkedin.com/in/karina-hodel
My GitHub	https://github.com/karinahodel/testgit

Work experience

Since 04/2022

1st line Support Analyst / Engineer in German/ SRM
Atos Polska | Warsaw

- Identifying problem-resolution procedures using customer-specific informations
- Resolving incidents and service requests
- management of users, licenses, shared mailboxes and Office groups in Active Directory
- VDI and software assignment and modifying
- VPN and virtual desktop support
- escalation of tickets to L2 (ServiceNow)

08/2019-03.2022

Senior Customer Service Specialist in German
Teleperformance | Katowice

- providing operational support to the client's business customers
- acting as the primary interface between the client and 3rd party sellers
- solving complex issues through logical reasoning and data interpretation skills
- identifying trends to appropriate channels including improvement suggestions

12/2017-12/2018

Au-pair program|Lörrach Germany

Education

09/2013 - 06/2017

Bachelor of Marketing

Yuriy Fedkovych Chernivtsi National University

Engagement

07/2016

Voluntary internship at DJO (German Youth in Europe)
Halle an der Saale (office help, hand-made teacher, child care)

05/2014-12/2017

Active member of the organization of German youth in Ukrane

05/2015-10/2016

Editor and illustrator the newspapers "MarketingMix" at the University

Certifications

ITIL	ITIL® Foundation Certificate in IT Service Management (in English)
Software testing course	Practical software testing course (Udemy)
Git&GitHub	Introduction to Git and GitHub by Atos Corporate University

Skills and Interests

Language skills	German C1, English B1, Ukrainian C2, Polish C2
IT skills	Familiarity with ISTQB, SCRUM, CI/CD, Jira, Postman, SQL, GIT, Rest API, TestLink tool, BrowserStack platform, Test case creation, Chrome Devtools, Windows PowerShell, Error reporting ServiceNow, Active Directory, Citrix Studio, WEM Administration Console, RSA Console, Pulse Secure, VDI
Soft skills	Communication, attention to detail, self-motivation, positive attitude, patience, flexibility, adaptability, empathy
Hobbies	Traveling, skiing, baking sourdough bread, learning languages, sport