

Summary: I am quickly learning and want to continue to develop in it sector. **Impact:** Constantly following the Internet technology, studying it. I am looking for a job opportunity in IT company for the successful realization of my potential in this area, deepening my knowledge and professional achievements.

TECHNICAL SKILLS

Tools and Technologies	SQL(CRUD), Git, Azure DevOps, Selenium IDE, Jira, Confluence, HTML/CSS(XPath), XML, JSON, REST API, Postman, Fiddler, Google Chrome Dev Tools, Technical Documentation/SRS
Methodology	Agile, SCRUM, Kanban, Waterfall
Operating Systems	Linux(Debian/Ubuntu), Windows,

WORK EXPERIENCE

Partner Service Center Specialist, EVO Fintech 01.2022 — 04.2022

- Answering an average 50+ tickets from partners per day.
- Resolving issues with banks and EVOpay partners on conflicting transactions.
- Navigating multiple computer systems and applications and utilized search tools to find information (CMS Autocash, Zendesk, Slack).
- Ordering delivery of terminals to franchisees and retail outlets.

System Administrator, NOVARKA Company 12.2018 — 06.2020

- Training people in computer system use.
- Recommending changes to improve systems and network configurations and determine hardware and software requirements related to such changes.
- Planning and implemented network security measures to protect data, software and hardware.
- Maintaining inventory of parts for emergency repairs.

Customer support, PROM.UA 11.2011 — 04.2014

- Troubleshooting minor problems and reported larger technical issues by Jira, Helpdesk, e-mail.
- Maintaining records of daily data communication transactions, problems and remedial actions taken and installation activities.
- Communicating with staff, users and management, maintained technical documentation.
- Testing manual functional testing of Web applications.
- Creating and manage bug reports.
- Testing usability, UI/UX.
- Testing Smoke, functional, cross-browser, cross-platform, regression, health, usability.

Link Building Specialist, BestCopy 03.2011 — 11.2011

- Boosted organic search results by increasing a website's search engine results position from page 8 to 1.
- Managed off-site and on-site SEO.
- Actively researched, tested, and proposed new approaches to improving search rankings for clients' website.
- Pursued external link building with high-quality third-party directories and websites. Also, executed internal link-building within site.
- Monitored and tracked the performance of SEO campaigns, including backlinks, site traffic.

Customer service expert, MTS Ukraine 09.2009 — 05.2010

- Assisting customers with inquiries, issues and concerns.
- Providing information on product and service questions.
- Maintaining and organized the online customer account database.
- Helping facilitate and create efficient client customer.

EDUCATION

Chernihiv State Institute of Economics and Management , Bachelor of Law 01.2003 — 07.2006

BOOKS|COURSES

1. **Popeliuha** Безкоштовний курс з Тестування ПЗ [video course]
2. **Владилен Минин** Git и GitHub курс [video course]
3. **Артём Матяшов** Основы Docker. [video course]
4. **Bioinformatics Institute** MySQL for QA [course]

LANGUAGES

English - Intermediate