

**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

<b>Tools and Technologies</b>	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
<b>Methodology</b>	Agile, SCRUM, Kanban, Waterfall
<b>Operating Systems</b>	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

## LANGUAGES

**English** - Intermediate