 ***ANASTASIIA SAVYTSKA***

*+380937200578*

*+390675604911 anastasiamikel90@gmail*

*EDUCATION*

*2010 (03.09.) - 2011(30.06) JUNIOR IT STEP ACADEMY LVIV*

*2014 - 2018 Lviv Polytechnic National University, Bachelor Degree in Applied Linguistics Faculty*

*2018 - 2019 English courses at “Everbest” school*

*2020 – Course of “Project Management Principles and Practices” at* <https://www.coursera.org/programs/>

*2020 – Scrum courses and trainings at*<https://www.coursera.org/programs/>

*EXPERIENCE*

**06.2016-03.2018**

***Event manager***

*(promotion campaigns: McDonalds, Pampers, Morshynska, Coca Cola, Pepsi etc).*

* *Development, production and delivery of projects from proposal right up to delivery;*
* *Communicating, maintaining and developing client relationships;*
* *Travelling to on site and project managing;*
* Ensuring excellent customer service and quality delivery.

***02.08.2018 – 15.06.2019***

***Technical Support Specialist at Kromtech***

***Company:***

***ZoomSupport Ukraine***

***Position:***

***Customer Support Specialist:***

*Zoom Support is a company engaged in remote support and provides assistance to PC/MAC users worldwide. (Customers from USA and Canada)* <https://zoomsupport.com.ua/>

***Main responsibilities****:*

* *Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams;*
* *Taking ownership of customer issues reported and seeing problems through to resolution;*
* *Research and identify solutions to software and hardware issues*
* *Diagnose and troubleshoot technical issues, including account setup and network configuration*
* *Ask customers targeted questions to quickly understand the root of the problem*
* *Track computer system issues through to resolution, within agreed time limits*
* *Talk clients through a series of actions, either via phone, email or chat, until they’ve solved a technical issue*
* *Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)*

***25.07.19 – Present***

***SoftServe*** https://www.softserveinc.com

***Help Desk Engineer (OPS Team)***

***Responsibilities :***

* *Register and track tickets from employees in ITSM system and assigning the tickets to appropriate stakeholders within the IT Department according to Internal Services Portfolio.*
* *Manage IT related tasks connected with hiring, relocation, dismissal, transfer and upgrade procedures according to Internal Services Portfolio and internal procedures: process, register and delegate requests to appropriate Service owner, track their correct completion till closure, indicate possible problems and risks and raise them to appropriate stakeholder.*
* *Constantly improve existing services based on customer experience*
* *Notify the team, IT department and the company about services failure*
* *Instruct new employees about their rights and responsibilities related to utilizing IT resources*
* *Perform account management tasks related to creating/releasing user account in ADCreating/releasing PC account in AD, creating project's mail group, changing memberships of project's mail group, granting access to Project sites, server Source*
* *Manage specific Access management procedure related to granting/revoking access to IT resources*
* *Manage IT related tasks connected with Atlassian tools: creating Jira project/Crucible project/Confluence space; granting access to Jira project/ Crucible project /Confluence space; granting access to Internal Resources for external users*
* *Track tickets connected with overdue resources processing: project resources release, reassign, transfer.*
* *Track tickets related to support SaaS application*
* *Perform Quality Assurance of IT Department Processes*

*LANGUAGES*

*Languages : English - Upper intermediate, German – intermediate,* Ukrainian, Russian – bilingual.

*SKILLS & Tools*

***Soft Skills*** *: Creativity, Hardworking, Punctuality, Organized, Responsible, Analytical skills,*

*Communication, Life-Long Lerner, Self-motivated, Leadership, Negotiation, Project management, People management.*

***Tools*** *: Jira, Confluence, Active Directory, RID/RAS system, SSPC Remover,*

*NewMailGroupCreator tool, Cactus tool, Cat Tool, 1C Invoicing, G-Suite, MS Office, CRM, Excel, SQL, HTML, XML, JSON.*