

# OLEG MISHCHENKO

## Technical Support Engineer

Experienced Technical Support Engineer with a strong knowledge of internet protocols and a tech-savvy approach to troubleshooting. Fluent in multiple languages for effective communication via phone, email, and meetings. Specialized in monitoring services to ensure prompt user alerts and maintain seamless operations.

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**Location:** Givatayim, Israel

**LinkedIn:** [linkedin.com/in/olegmischenko](https://www.linkedin.com/in/olegmischenko)

**GitHub:** [github.com/Enxperts/reactapp](https://github.com/Enxperts/reactapp)

**Languages:** English, Chinese, Hebrew, Russian

**Programming languages:** JavaScript, Typescript, Java, C++, Visual Basic

**Web & Mobile:** HTML, CSS Modules, Node JS, REST API, JQuery, React, Redux

**Tech and Frameworks:** WebStorm, VS Code, GitHub, Firebase, Postman, Fetch JSON

**Log monitoring:** Kibana, Graylog, ElasticSearch

**Databases:** MySQL, XML, ElasticSearch

**HelpDesk environments:** Kayako, OTRS, ZohoDesk

**CRM and Management:** Jira, Confluence, Trello

## PROFESSIONAL EXPERIENCE

2022 – now | **Frontend Developer at Elpisor LTD - Rehovot, Israel**

- Maintain Web-application for Online English School by debugging platform tools.
- Improve architecture and interface of the app by monitoring users' activity.
- Fill web pages with CSS design and content according to the developed layout.
- Design users accounts, registration and authorization systems.
- Attend daily meetings with the team to set tasks and solve emerging issues.

### Achieved:

- Operated seamlessly with React frameworks to optimize the user's interface.
- Simplified product delivery through my knowledge of the AGILE approach.
- Adapted documentation guides to a single standard terminology using my linguistic skills.

**Used:** JavaScript, React, Redux, React Router, React Hooks, Firebase, NodeJS, GitHub

2021 – 2022 | **Ecommerce Payment Operations at Ficus Payment Gateway**

- Monitoring wallet balances to switch the cassette to avoid deposit limits.
- Rapid adapt to changes on external provider's side to keep seamless operation of the platform.
- Configuring protocols of deposit and withdrawal transactions depending on business requirements
- Implementation of bot applications to automatize repeated actions and increase the operation capacity.
- Set tasks to admins and developers to improve the system usability and speed.

### Achieved

- Implemented bots to conduct repeated activities lead to simplify and accurate the processes.
- Set internal channels for commutations to implement bots for various notifications.
- Triggered start learning JavaScript React attended Tel-Ran University in Israel Rehovot

**Used:** Linux Debian OS, Virtual Box, Android, internal and external web interfaces.

2017 – July 2021 | **Engineer of Merchant Support Department at Ecommpay Payment Service Provider**

- Process client enquiries through ticket system OTRS using highly-qualified English writing skills. Satisfaction level of support was always above 91%
- Consult merchant on system's API GateWay using documentation Wiki Confluence to quickly navigate merchant to an exact page with the solution to the case.
- Communicate with external providers regarding transactional statuses/ additional parameters e.g. ARN, RRN, external ID / decline reasons / plus reconciliation data.
- Set tasks to admins / developers via Jira, formulate requirements based on user's enquiries.
- Implement telegram bot in order to automatize repeated cases and raise the speed of support service.
- Communicate between branches and offices to collect necessary details to resolve more complex tasks (merging / integrations / regulations).
- Develop knowledge base in Wiki Confluence in order to design new guides for merchants, required meetings with Developers and Technical Writers;
- Control tasks planned to be delivered to the production environment to meet announced deadlines;

#### **Achieved**

- Created a map of possible merchant enquiries to standardize the service / to train staff / to design documentation guides.
- Localized the system into English, including error codes, back-end interfaces, payment pages.
- Launched an English training program for new staff members "English in Ecommerce"
- Successfully integrated Chinese merchants and assisted developers while integrating to Chinese providers.

**Used:** OTRS, Jira, Confluence, Graylog

#### **2014 – 2017 | Merchant Support Monitoring at Paymantix Processing Platform**

- Monitor the system's operation through Kibana to alert admins of any abnormal behavior of the system,
- Manage merchants' requests in a ticket system Koyako and messengers.
- Resolve general cases regarding logs / details / documentation, etc. using Graylog to provide request examples.
- Formulate technical tasks to developers via Trello, collect necessary details on the issue.
- Notify merchant on scheduled works / downtimes in ticket system and release notes via email newsletters MailChimp.
- Directly contact admins in urgent cases, e.g. deploy / balances / ddos attacks.

#### **Achieved**

- Was a person to communicate with Chinese external providers.
- Visited China in 2016 to create a local bank card linked with mobile phone to conduct tests.
- Designed email scripts on typical notifications to merchants to provide standard and accurate English emails.
- SQL scripts to collect data for specific merchants in order to analyze performance of the department.

**Used:** Koyako, Kibana, Graylog, MySQL

#### **2011-2014 | Specialist of Technical Support Department at Master Bank**

**Used:** Oracle FLEXCUBE, Banker, SAS

**2008-2011 | Technical Support in Reconciliation Department at American Express Bank**

**Used:** Triton, NCR Pos, Transmaster

## **EDUCATION**

**2022-2023 |** Frontend Developer - Educational Center "Tel-Ran" (Rehovot, Israel)

**2017-2020 |** Chinese University Beijing – HSK 3 exam

**2015-2016 |** Cambridge CELTA London – English Communication and Training Adult

**2010-2015 |** Master's Degree in Psychology – Moscow State University