

# Nikita Bogdan

Web Application Developer

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## About me

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After 5 years of successful performance at worldwide container shipping industry i've decided to switch my career and get new challenges as web application developer for a young dynamically growing company. Succeeded primarily at reorganisation and automation business processes, i would like to enhance my professional skills on a new level by architecting and building robust, scalable, reliable and secure backend systems.

## Key Skills

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- Ruby on Rails, Linux, OS X, PostgreSQL, Git, HTML5, CSS3, JQuery, Javascript, Ajax
- Agile project management
- Speaks English (professional working proficiency) and Russian (native)
- Experienced at independent work and work under pressure

## Learning

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- Rspec, Sidekiq, Redis, Capistrano, Nginx, Action Cable, React

## Employment History

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### **Web Application Developer, self-employed, Vladivostok**

*(October 2016 – Present)*

Achievements and responsibilities:

- Gained experience with cloud9 service and deploying projects to digital ocean droplets using capistrano, nginx and passenger.
- Currently developing an application for aggregating shipping rates from transport companies & finding optimal service provider for any shipment request.

### **Senior Process Support Specialist, «Maersk» LLC, Vladivostok**

*(June 2015 – Present)*

Achievements and responsibilities:

- Successfully rolled-out Case Management (Sales Force CRM) for MCC Transport, Russia\*
- Automated triaging & assigning customer requests to team members with Selenium IDE & Javascript.
- Arranged control over RKEM\*\*, GCSS\*\*\* and MS Office applications via Autolt and VBA.
- Automated batch processing customer shipping documents and invoice requests.

- Automated charge calculation, performance reports & dashboards finalization.
- All mentioned improvements and automation allowed me to reduce workload and human errors among the team and enhance speed & quality of the department's workflow.
- Currently controlling customer service team performance in Case Management with arranged reports & dashboards.
- Supporting & updating all mentioned automation and other workflow scripts for team i've made earlier.

### **Senior Customer Service Specialist, «Maersk» LLC, Vladivostok** (July 2011 – June 2015)

Achievements and responsibilities:

- Work on position of customer service specialist enhanced my business communication skills, teamwork, independent decision-making & self-organization.
- Have wrote clear & reliable SOPs for many internal processes.
- Successfully offshored list of customer service tasks to GSC team in China (~2 FTE) with further control of execution and performance.
- Writing first scripts for automating repetitive and routine customer service tasks (for example, checking release status for list of shipments or closing specific tasks via GCSS, checking last RKEM move for list of containers, calculating surcharges, batch processing billing invoices from SAP, e.t.c).

## **Education**

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### **Maritime State University named after admiral G. I. Nevelskoy** (September 2004 – June 2009)

- Marine transportation and management engineer – Specialist Degree
- Average academic grade - 4.4

### **Additional certificates and courses** (2004 – 2016)

- Maersk Vladivostok best employee award (2016)
- Ironman 70.3 at Gurye, Korea competition finisher certificate (2016)
- Online web development courses (2015 – 2016)
- Programmer, Non-State Educational Establishment "INKO" (2004)

## **References**

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References are available on request.

\* MCC Transport is international container shipping operator, part of Maersk Group, focusing on the delivery of containerised cargo services in the Intra-Asia market. Represented in Russia by two branches located at Vladivostok and port Vostochniy

\*\*RKEM (dat. Rederiets Kontainer Equipment Mangament) - main system for equipment management in Maersk line, Safmarine and MCC Transport

\*\*\*GCSS (Global Customer Service System ) - end to end order handing system in Maersk line, Safmarine and MCC Transport