

Josif Mitsanski

Eindhoven, Netherlands
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Professional Summary

Passionate ICT student with hands-on experience. Eager to merge ICT knowledge with a profound interest in electric vehicles, offering dynamic and enthusiastic approaches.

Education

ICT Bachelor

Feb 2022 - Current
Eindhoven, Netherlands

Fontys University of Applied Sciences

Experience

IBM

August 2022 - Jan 2023

Network Engineer (Full-Time)

- Demonstrated proficiency in resolving inquiries and issues of US corporations related to Cisco networking products through phone, chat, and web service channels.
- Applied knowledge of IT networking, encompassing wireless, routing, switching, and firewalls to provide effective solutions and support.
- Utilized strong analytical and problem-solving skills to identify and resolve known and published problems related to Cisco networking equipment.

Fuse Media

November 2021 - July 2022

Customer Support Associate (Part-Time)

- Spearheaded comprehensive customer support across all communication channels (phone, chat, web) serving as the primary point of contact for inquiries and concerns. Managed account-related problems and ensured a seamless customer experience.
- Collaborated with team members to identify and resolve challenges, solving problems within a group setting. Prioritized collective success while addressing issues and achieving shared objectives.

Skills

Technical: Excel, Word, Outlook, Html5, CSS3, JavaScript ES6+, Python, Git, GitHub, SQL, IT Networking

Languages: English (IELTS 7.1), Japanese, Bulgarian, Russian

Additional: Driving License (Safe driving record)

Referees

Available upon request.