

Eugene Ti

March 2, 1996



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Portfolio: <https://portfolio-upd-three.vercel.app>

Date of birth: 02.03.1996

Education:

GeekBrains Frontend Developer Bootcamp

May 2021 - May 2022

International University in Moscow (IUM)

Bachelor, Economics

2018 - 2022

Summary:

Versatile IT professional with hands-on experience in **technical support**, **troubleshooting**, and **customer solutions**, complemented by practical knowledge of **frontend** and **backend development**.

Skilled in diagnosing and resolving system and **REST API issues**, troubleshooting technical problems, optimizing workflows, and improving user experience.

At **Zip Co**, I contributed to **bug fixes**, **Zendesk automation**, and **AI chatbot optimization**, improving internal tools and overall customer experience.

As Co-Founder of **CakeBoost**, I managed platform operations, conducted technical testing, **integrated Stripe API**, and led a team supporting over 300 contractors, ensuring smooth system performance and high-quality user support.

I bring a unique combination of **customer service expertise**, **technical problem-solving**, and **software knowledge**, making me well-suited for **technical support roles** that demand adaptability, clear communication, and strong troubleshooting skills.

Skills:

- **Technical Support & Troubleshooting:** Technical issue diagnosis, REST API troubleshooting, Zendesk optimization, bug resolution, automation
- **Frontend Development:** HTML, CSS, JavaScript, React.js, Next.js, Tailwind CSS, Sass
- **Backend & APIs:** Python, MongoDB, REST APIs
- **Tools:** Zendesk, Slack, Git, GitHub, MS Office, Google Workspace
- **Soft Skills:** Customer service, problem-solving, time management, collaboration, training

Core Qualifications:

- Strong **troubleshooting skills** for system and **REST API** issues
- Experienced in **Zendesk** and ticketing workflows, with a focus on automation and efficiency
- Clear and professional communication for assisting users and documenting solutions
- Adaptable and **fast learner** with new tools and systems
- Detail-oriented with strong organizational and time management abilities
- Proven ability to work independently and collaboratively in cross-functional teams
- Customer-focused mindset with a track record of delivering effective technical support

Work and relevant experience:

Zip Co - Customer Experience Specialist
Sydney, Australia // January 2024–November 2025

- Provided technical support and troubleshooting to customers, ensuring smooth issue resolution and a high-quality user experience.
- Assisted in bug fixing and **UI improvements** to enhance digital user experience.
- Optimized **Zendesk** workflows and automation, improving ticket management efficiency.
- Refined **AI chatbot** logic and responses to improve customer interactions.
- Collaborated with cross-functional teams to identify, troubleshoot, and resolve system issues.

Games Experts LTD - Online marketplace for Digital Gaming Services.

Co-Founder // Herefordshire, UK // September 2017 to January 2023

- Built and scaled an online marketplace for buying and selling in-game services and currencies, **growing annual revenue** from **\$150k** to **\$700k** within two years while maintaining high customer satisfaction.
- Led a team of 5–6 while providing technical support, **troubleshooting platform issues**, and guiding users to ensure a seamless customer experience.
- Collaborated with developers to create and enhance front-end design and functionality (e.g., banners, product cards) using **JavaScript**.
- Integrated **Stripe REST API** for secure payment processing, improving transaction efficiency and user trust.
- Authored functional and design requirements for the website, focusing on accessibility and user comfort.
- Identified and documented **software bugs**, facilitating efficient resolution by the development team.
- Conducted functional, regression, and performance testing to ensure smooth platform operation and high-quality product delivery.

Other skills:

- Languages:
 - Russian - Native
 - English - Fluent
 - Korean - Intermediate
- Advanced computer skills:
 - MS Office, Google Workspace
 - Average typing speed 110-120 wpm with 97% accuracy
- Social media marketing:
 - Instagram/Facebook/TikTok

