


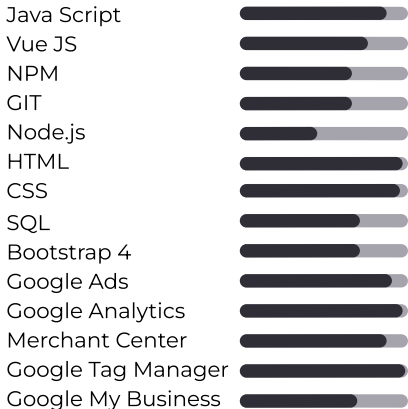
Pavlo Mozil

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 Krakow, Poland

SKILLS



LANGUAGES

English (Advanced)
Polish (Fluent)
Ukrainian (Native)
Russian (Fluent)

INTERESTS

Micro-controller programming
Smart Home
Electronics

EDUCATION

Applied informatics
Cracow University of Economics 2012-2015

EXPERIENCE

SME

Cognizant (Google project) 11/2022 - present

- Provide accurate and actionable guidance to agents, enabling them to deliver high-quality service to customers.
- Troubleshooting the product related issues.
- Resolve corrections to documentation.
- Prepare and conduct training sessions to ensure agents are equipped with the skills necessary to meet customer needs.
- Creating and automating reports using AppScript.
- Take part in the interview process: evaluating candidates' technical skills and experience.

Self-education

Vue.js 01/2023 - present

Java Script 6/2022 - 1/2023

- Demonstrate a strong ability to independently acquire new skills and knowledge, including mastering JS and Vue.js to allowed myself adding a valuable skill to my skillset, to be confident in my ability to apply this knowledge to contribute effectively to any project that requires aforementioned programming languages knowledge.

Web Product Implementation Spec.

Cognizant (Google project) 7/2021 - 11/2022

- Troubleshoot and resolving Google Ads, Analytics, GTM, Merchant Center, Ecommerce, Dynamic Remarketing, Offline Conversions related issues in a timely manner.
- Communicate with clients via phone / email to diagnose problems.
- Implement and configure Google issued trackers such as GTM / Google Analytics / GA4..
- Walk clients through the process of fixing technical issues and navigating through Google documentation.
- Document common support procedures that clients can follow. -Providing support remotely when necessary.
- Write scripts to optimize team workflow process.

Customer Service Associate

Accenture (Google project) 2/2021 - 7/2022

- Resolve Google Ads, Google Analytics, Merchant Center, Google my Business related issues.
- Identify and respond to customers' requests, resolving their queries, act as a first point of contact via email in line with agreed service levels.
- Demonstrate an in-depth knowledge of product and services offered by the client.

Cellphone Repair Technician

Altware (Google project) 2/2015 - 2/2020

- Resolve customer issues relating to equipment problems by fixing phones, tablets and other consumer electronics by determining the most effective repair method.

PORTFOLIO

<https://p-mozil.github.io/Portfolio/>