Pavlo Mozil

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

LANGUAGES

English (intermediate)

Ukrainian (native)

Russian (fluent)

Polish (fluent)

SKILLS

Google Ads

Google Analytics

Merchant Center

Google Tag Manager

Google my Business

JavaScript

Vue JS

NPM

GIT

Node.js

HTML

CSS

SQL

Bootstrap 4

INTERESTS

Microcontroller programming

Smart Home

Electronics

EXPERIENCE

Subject Matter Expert
11/2022 - till now
Cognizant

- Providing individual assistance and support to agents who encounter complicated issues during customer calls.The role requires excellent technical and product skills.
- Troubleshooting the product related issues (Google Analytics; Google Merchant Center; Google Tag Manager; Google ads) .
- . Ensure that all customer issues are resolved to the customer's satisfaction
- Preparing and conducting trainings for the agents
- Acting as a TL's backup:
    - Creating reports and automatization for them using AppScript
    - Taking part in the interview process as a tech specialist.

Self-education
06/2022 - 2023
Learning JS
2023 - till now
Learnign Vue.js

Web Product Implementation Specialist
7/2021 – 11/2022
Cognizant

- Troubleshooting and resolving Google Ads, Analytics, GTM, Merchant Center, Ecommerce, Dynamic Remarketing, Offline Conversions related issues in a timely manner.
- Communicating with clients via phone / email to diagnose problems.
- Implementing and configuring Google issued trackers such as GTM / Google Analytics / GA4.
- Talking to clients through the process of fixing technical issues and navigating through Google documentation.
- Documenting common support procedures that clients can follow.
- Providing support remotely when necessary.
- Writing JS scripts to optimize team workflow process.
- Prioritizing my workload to ensure the most critical issues are resolved first.

Customer Service Associate
2/2020 - 7/2021
Accenture Services Sp. z o.o.
Responsibilities: Resolving 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. Demonstrating an in-depth knowledge of product and services offered by the client.

Cellphone Repair Technician
2/2015 -2/2020
Altware
Responsibilities: Resolve customer issues relating to equipment problems by fixing phones, tablets and other consumer electronics by determining the most effective repair method.

EDUCATION

2012 – 2015, Cracow University of Economics, applied informatics