



STEPAN SEROV

FRONTEND DEVELOPER 📍 MOSCOW, RUSSIAN FEDERATION ☎ +7 977 423 2757

◦ DETAILS ◦

Moscow
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◦ LINKS ◦

[Website](#)

[GitHub](#)

[LinkedIn](#)

◦ SKILLS ◦

React

JavaScript

CSS

HTML

Git

REST API

SQL

Jira

◦ LANGUAGES ◦

English

Russian



PROFILE



Experienced Support Engineer with 5 years of expertise, mostly focused on web apps (Atlassian). Having fun creating pet projects using vanilla JS and React in my spare time.



EMPLOYMENT HISTORY

Support Engineer at Luxoft Serbia, Remote

April 2023 — December 2023

- Managed Service Desk requests related to Jira, Confluence, Bitbucket, Jenkins, Artifactory, including complex configurations via ScriptRunner
- Assisted with large project migrations, access managements, and provided consultations on Atlassian products usage
- Regularly monitored system performance and addressed incidents while on duty
- Collaborated with other engineers, developers, configuration engineers, and product owners

Stack: ScriptRunner (Groovy) · JQL · REST APIs · Linux · Jira · Jira Service Desk · Confluence · SQL

Project Support Specialist at Yandex, Remote

February 2022 — May 2023

- Gathered and analyzed data, prepared reports and presentations, primarily based on tasks from the HR COO
- Communicated with operations and technical managers during the implementation phase of new projects
- Worked closely with heads of operations and administration

Player Support Specialist at Keywords Studios, Remote

September 2021 — February 2022

- Collaborated with internal teams for project-related requests
- Identified trending issues and bugs submitted by players, transferred them to the appropriate teams
- Helped out players with any game-related questions

Customer Support Specialist & Social Media Analyst at Yandex, Remote

February 2020 — November 2020

- Processed social media support queries as a senior support agent
- Created and maintained training materials for junior support agents and social media analysts
- Supervised the creation of analytical reports for internal customers representing different products

L2/L3 Support Specialist at WASD.TV, Moscow

September 2019 — February 2020

- Collaborated closely with QA, DevOps, and Developers to analyze logs and resolve user cases related to Jira, Confluence, and other web apps via Service Desk
- Conducted basic web testing via DevTools and Postman
- Maintained support knowledge base and documentation via Confluence



COURSES

- Frontend Career Path, Scrimba