# STEPAN SEROV

FRONTEND DEVELOPER  •  MOSCOW, RUSSIAN FEDERATION  •  +7 977 423 2757

## DETAILS

Moscow
Russian Federation
+7 977 423 2757
tyotarjousland@gmail.com

## LINKS

Website

GitHub

LinkedIn

## SKILLS

React

JavaScript

CSS

HTML

Git

REST API

SQL

Jira

## LANGUAGES

English

Russian

## 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