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# PROFESSIONAL EXPERIENCE

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| Date | Company and responsibilities |
| July 2020 | **Channel Manager. Softacom LLC**   * searching for relevant companies and DM in the USA market. Sphere - Electric and Electronic devices manufacturers * Microsoft Azure services * sending invites and making first contacts via LinkedIn * communication with DM, providing information about data migration services in Microsoft Azure * maintaining and supporting the created customer base in CRM Hubspot * cold calls |
| April 2019 | **Business analyst. Private Unitary Enterprise "System Manager".**   * project "Introduction of CRM HELPDESKEDDY in user technical support". * development and documentation of business requirements, functional requirements, user stories, use cases * making business models of "as is" and "to be" processes * TS writing (requirements specification) |
| October 2018 | * **Telemarketer (contact center operator). JLLC "Cosmos Telecom":** * search and identification of potential customers, their needs; * establishment of first contacts through telephone calls; * telephone conversations with clients, advertising in the form of goods and services information; * Informing clients about various advertising campaigns: presentations, etc.; * management and maintenance of the established client base, relations with inactive clients; * consulting on technical and consumer properties of goods; * reporting work by sales volumes; * forecasting the development of its client base; |

**EDUCATION**

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| Date | Place |
| September 2017 -  June 2021 | * **Academy of Public Administration under the aegis of the President of the Republic of Belarus** * faculty of innovative training * Specialty: Information Resources Management (Manager-Economist of Information Systems) |

COURSES AND CERTIFICATES

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| Date | Name and place |
| June 2015 | Computer graphics and WEB (Belarus, Minsk) |
| September 2016 | Streamline English Courses (Belarus, Minsk) |
| March 2019 | Courses. Business analysis. Business processes modeling and optimization (Belarus, Minsk) |
| November 2018-November 2019 | 4 conferences "Open vacancies in HTP" - HTP-Volunteer (Belarus, Minsk) |
| March 2018-March 2019 | 2 conferences in the field of digital banking, 2 conferences in the field of information security-Infopark- (Belarus, Minsk) |

TECHNICAL SKILLS

Languages: English (B1), Russian – Native Speaker, Belarusian – Native Speaker

PC: MS Office, Photoshop, HTML5, CSS3, Python (Basic), CRM Hubspot, AmoCRM, HELPDESKEDDY, BA, Internet

**PERSONAL SKILLS**

Honest, disciplined, creative, proactive, self-motivated, hardworking.

**HOBBIES AND INTERESTS**

Music, sport.