# PERSONAL INFORMATION

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| **Name:** Vladislav Mikhalenko  **Date of Birth**: 04/02/2000  **Mobile**: +375447618485  **Location**: Минск, Беларусь  **Email**: [mikhalenko2000@inbox.ru](mailto:mikhalenko2000@inbox.ru)  **LinkedIn:** [www.linkedin.com/in/vmikhalenko/](http://www.linkedin.com/in/vmikhalenko/) |  |  |

# PROFESSIONAL EXPERIENCE

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| **Date** | **Company and responsibilities** |
| January 2021 | **Junior Software Testing Engineer (practice), Qulix Systems**  **Result**:  2 completed projects:  - “Testing the qulix.com website”  - “Testing a task management system”  **Tasks**:  - requirements testing  - сreating test documentation (checklist, test case, bug report, test summary report)  - web and mobile application testing, using: smoke testing, extended testing, functional testing, critical path testing, UI testing, usability testing, cross-platform testing, regression testing  - teamwork |
| July 2020 | **Channel Manager, Softacom LLC**  **Result**:  - more than 1000 relevant companies were found  - more than 3000 invites were sent  - contact with more than 100 companies  - maintaining the client base with over 2000 records  **Tasks**:  - searching for relevant companies and decision makers in the USA market Sphere - Electric and Electronic devices manufacturers. Direction of activity - Microsoft Azure  - sending out invites and making first contacts via LinkedIn  - communicating with decision makers, informing them about data migration services in Microsoft Azure  - maintaining and supporting the created customer base in CRM Hubspot  - cold calls |
| April 2019 | **Business Analyst (practice), “System Manager”**  **Result**:  2 completed projects:  - “Implementation of “CRM HELPDESKEDDY” in user technical support””  - “Implementation of “CRM” in 3 car sales departments”” (RedMotors)  **Tasks**:  - communication with stakeholders  - development and documentation of business requirements, functional requirements, user stories, use cases  - development of "as is" and "to be" business models  - writing terms of reference |
| October 2018 | **Call Center Operator, “Cosmos Telecom”**  **Result**:  - more than 500 clients were informed  - conclusion of more than 100 contracts  - maintenance of the client base with over 1000 records    **Tasks**:  - establishing first contacts through phone calls  - phone conversations with clients, advertising in the form of products and services information  - informing clients about different promotions: presentations, etc.  - maintaining and supporting the established client base, relations with inactive clients  - consulting on technical and consumer properties of products and services |
| June 2018 | **Account Manager (trainee), “BPS-Sberbank”**  **Result**:  - consulting and sales skills  - CRM skills    **Tasks**:  - technical support, consulting and services sale to bank customers  - maintenance of the created client base in CRM |

**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  Specialty: Information Resources Management  Qualification: Manager-Economist of Information Systems |

**COURSES AND CERTIFICATES**

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| **Date** | **Name and place** |
| June 2015 | Courses. 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 | 4 conferences "Open vacancies in HTP". Organization – “High Tech Park”. Role - Volunteer (Belarus, Minsk) |
| March 2018 | 2 conferences in the field of digital banking. Organization – “Infopark”. Role - Volunteer (Belarus, Minsk)  2 conferences in the field of information security. Organization – “Kaspersky Lab”. Role - Promoter (Belarus, Minsk) |

TECHNICAL SKILLS

* MS Office, Microsoft SQL Server
* HTML5, CSS3
* Python, SQL
* Visual Studio
* CRM Hubspot, AmoCRM, CRM HELPDESKEDDY
* Internet
* GitHub, Trello
* Jira, Confluence
* Postman, Fiddler

# LANGUAGES

* Russian (Native speaker)
* Belarusian (Native speaker)
* English (Intermediate)

**PERSONAL SKILLS**

* Conscientious
* Responsible
* Creative
* Initiative
* Goal-oriented
* Hardworking

**HOBBIES AND INTERESTS**

* Music
* Sport