



Contact details

(099) 546 50 75 (+ Telegram)
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Ukraine, Dnipro

Languages

Russian (native speaker)
Ukrainian (native speaker)
English (C1)

About me

Love music festivals.
Graduated music school in 2014, guitar.
Hold onto zero-waste principles.
Took the cat from a shelter.



Yevheniia Voloshyna

Work experience

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| Service specialist
(Adidas) | June 2016 – December 2017 |
| <ul style="list-style-type: none">Consult clients about goods.Merchandise | |
| Senior service specialist
(Adidas) | December 2017 – April 2018 |
| <ul style="list-style-type: none">Teach new employeesWork with billing | |
| Customer Support Specialist
(Namecheap) | April 2018 – May 2019 |
| <ul style="list-style-type: none">Fix client's websites on the hosting sideConsult clients about pre-sales questions | |
| CS Trainer
(Namecheap) | May 2019 – nowadays |
| <ul style="list-style-type: none">Hold step-in process for newbiesHold 1-1 meetings with newbiesImprove training program | |

Education

Automation and computer-integrated technologies (Bachelor degree)
Prydniprovsk State Academy of Civil Engineering and Architecture
September 2014 – June 2018

- Presented “Deforestation in Ukraine” report at the conference “ECOLOGICAL INTELLECT – 2015” held in Dnipro National University of Railway Transport, May 2015.
- Presented “Consequences of forest degradation” report at the conference “Science and technology: XXI century perspectives” held in Prydniprovsk State Academy of Civil Engineering and Architecture, December 2015.
- Presented “Artificial intelligence in our everyday life” report at the conference held in Dnipro National University of Railway Transport, April 2016.

EF SET English certificate

Skills

- Troubleshooting
- Public speaking
- Customer Care
- cPanel/WHM
- SSH
- FTP
- DNS
- Jira