



Customer Support Agent - 1

LANGUAGE

English - Fluent

EXPERTISE

- Google Apps and MS Office
- People person and flexible schedule
- Relationship building
- Customer Support Experience
- Communication
- Ability to work in a highly structured environment
- Ability to accept and incorporate constructive feedback to improve performance
- Ability to accommodate non-traditional work schedules
- Problem-resolution skills
- Good team player
- CRM systems
- Emails, chats, calls.

EDUCATION

West National University
Finance and Credit
2004 - 2009

Summary

I am responsible, punctual, attentive, sociable, purposeful and polite. I am always interested in earning something new, and I am able to learn. I have a responsible attitude to work and I know how to work in a team.

Experience

- 02/2023 - Present | Pexly
Customer Support Specialist (TI NOC)
Provided primary customer support to internal and external customers. Multitasked to handle diverse customer needs in high-volume service setting, prioritizing tasks to keep up with challenging deadlines. Answered customer telephone calls promptly to avoid on-hold wait times.
Responded to customer requests for products, services, and company information.
Handled customer inquiries and suggestions courteously and professionally.
Processed customer service orders promptly to increase customer satisfaction.
Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- 07/2021 - 01/2022 | HQ, Twyford, UK
HALL HUNTER PARTNERSHIP
Verify quality control (QC) records, test results, and reports for regulatory authorities.
Lead quality and food safety related audits.
- Sep 2010 - Dec 2019 | Wyscout
Football Analyst
Analyzed a football match, divided it into certain moments and generated a report on a special platform

Certificates

PROMETHEUS (05/2022 - 06/2022)

Knowledge of the Agile methodology

QATestLab Training Center (08/2022 - 09/2022)

- **Mobile application testing;**
- **Web projects testing;**
- **Approaches to Functional Testing, Test Design;**
- **Test Cases;**
- **Game testing.**



Customer Support Agent - 2

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EDUCATION

Kamianets-Podilskyi National University

Bachelor in Philology

2014 - 2018

Master's degree in Germanic languages and literature

2018-2019

Summary

With a proven track record of effective communication and three years of experience in the international business landscape, I am well-equipped to deliver outstanding customer service and contribute to the success of a team.

My adept problem-solving abilities and talent for resolving conflicts with tact and empathy allow me to navigate even the most challenging situations.

Moreover, I possess expertise in fostering collaboration across teams, coupled with strong self-management skills and a sense of independence, making me an ideal candidate for a fast-growing company that prioritizes customer satisfaction.

As a driven individual, I am constantly seeking knowledge, striving for personal growth, and establishing meaningful connections.

Experience

07/2020 - Present | Pexly

Customer Support Specialist (TI NOC)

Provided primary customer support to internal and external customers.

Multitasked to handle diverse customer needs in high-volume service setting, prioritizing tasks to keep up with challenging deadlines.

Answered customer telephone calls promptly to avoid on-hold wait times.

Responded to customer requests for products, services, and company information.

Handled customer inquiries and suggestions courteously and professionally.

Processed customer service orders promptly to increase customer satisfaction.

Clarified customer issues and determined root cause of problems to resolve product or service complaints.



Customer Support Agent - 3

LANGUAGE

English - Fluent

EXPERTISE

- Google Apps and MS Office
- People person and flexible schedule
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- Customer Support Experience
- Communication
- Ability to work in a highly structured environment
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- Problem-resolution skills
- Good team player
- CRM systems
- Emails, chats, calls.

EDUCATION

Academy of National Economy
Finance and Accounting
09/2014 - 01/2020

Summary

Enthusiastic and skilled person, with B2 English level, a strong background in technical support management, academic experience and profound knowledge of sports. Proven ability to excel in diverse environments, combining technical expertise with effective communication and team leadership skills.

Experience

02/2023 - Present | Pexly

Customer Support Specialist (TI NOC)

Answers incoming calls and emails from customers.

Assists customers with solving problems.

Reports common product and service complaints.

Helps customers make use of different features.

Records complaints and feedback.

Worked to understand the needs of each customer.

Evaluate our customer support processes, devise improvements, measure results, and iterate

02/2020 - 02/2021 | Ternopil Academy of National Economy

Specialist in working with foreign students

Responding to students queries in a timely and accurate way, via phone, email or chat

Solving a different type of problems

Handled large volume of calls on a day-to-day basis with a sense of calm and good work ethic.

Certificates

09/2014 - 01/2020

English speaking club



Customer Support Agent - 4

LANGUAGE

English - Fluent

EXPERTISE

- Google Apps and MS Office
- People person and flexible schedule
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- Customer Support Experience
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- Ability to accept and incorporate constructive feedback to improve performance
- Ability to accommodate non-traditional work schedules
- Problem-resolution skills
- Good team player
- CRM systems
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EDUCATION

Academy of National Economy

Accounting and Auditing
2012 - 2016

Applied Economics
2016 - 2018

Experience

02/2023 - Present | Pexly
Customer Support Specialist (TI NOC)
Answers incoming calls and emails from customers.
Assists customers with solving problems.
Reports common product and service complaints.
Helps customers make use of different features.
Records complaints and feedback.
Worked to understand the needs of each customer.
Evaluate our customer support processes, devise improvements, measure results, and iterate

Novovolynsk Central City Hospital
Public Procurement Specialist
Responding to students queries in a timely and accurate way, via phone, email or chat
Solving a different type of problems
Handled large volume of calls on a day-to-day basis with a sense of calm and good work ethic.

Courses

**A complete guide to Python 3 from Udemy;
HTML and CSS course**



Customer Support Agent - 5

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- Problem-resolution skills
- Good team player
- CRM systems
- Emails, chats, calls.

EDUCATION

Academy of National Economy

Economics and enterprise
2005-2009

Summary

Organized and diligent professional, experienced in managing and growing 24/7 Tech Support Team, Decorating Personnel Team. Diplomatic, personable, and adept at managing sensitive situations. Self-motivated and proficient with various operating systems; email/chat/phone support; using specialized software.

Experience

02/2023 - Present | Pexly

Customer Support Specialist (TI NOC)

Remote assistance (via email/live chat/phone) to clients, troubleshooting issues using specialized software.

Ensuring reliable operation of system software.

Processing requests from customers in a specialized ticketing system.

Prioritize requests, according to SLA and issue level.

Working with the Microsoft Office software package (reports, etc.)

Working with various operating systems, such as Android, IOS, Windows.

Maintenance of technical infrastructure in working and up to date condition.

Novovolynsk Central City Hospital

Public Procurement Specialist

Responding to students queries in a timely and accurate way, via phone, email or chat

Solving a different type of problems

Handled large volume of calls on a day-to-day basis with a sense of calm and good work ethic.

Certificates

London School of Business Finance. ACCA Course

F1) Accountant in Business

F2) Management Accounting