

## HELPDESK SUPPORT / SALES MANAGER, 750 ГРН.

🔄 22 січня  
2017

📍 Місто: [Львів](#)

Вік: 33 роки

Режим роботи: повний робочий день

Категорії:

### Додаткова інформація

Особисті якості, хобі, захоплення, навички: &#61623; Good knowledge of helpdesk workflow in IT-companies; &#61623; Excellent communication skills (telephone, e-mail, interpersonal); &#61623; Ability to work shift and weekends; ability to work other time-zones; &#61623; Resourceful and self-sufficient: ability to work alone or from home; &#61623; Having the ability to listen, understand, and defuse critical situations; &#61623; Good command of technology and ability quickly learn new technologies; &#61623; Ability to communicate technical stuff to non-technical staff; &#61623; Experienced in problem solving and quality assurance procedures; &#61623; Creating value for product or service. Digital publishing company: eMagCreator (a part of Cohaesio group) Helpdesk support: January 2012 – Present. Sales-manager responsibilities in the last 5 months. Responsible for supporting active and new clients; Basic software diagnosis and troubleshooting; Tracking critical issues for further investigation with developers; Maintaining solution-base for internal and external use; Creating user-manuals; On-boarding and Online car-parts shop: Tires-easy (a part of Delticom) Customer support/Sales: February 2010 – January 2012. Responsible for taking customer calls and assisting them in placing orders or monitoring order's status; Keeping in touch with suppliers and shippers of tires in North America; Helping to resolve supply issues, CC-issues, fraud-issues, technical-issues with webpage, e-mails, and general system monitoring. Teacher of English Language and Literature: 2007 - 2012 Lviv National University of Ivana Franko