HEAD OF SUPPORT DEPARTMENT

↻ 8 червня 2017   📍 Місто: Київ

Вік: 34 роки
Режим роботи:
Категорії: IT, WEB фахівці

✔ Перебуваю в шлюбі   ✔ Готовий до відряджень

Досвід роботи

Head of Support and Account Managers departments

Viseven
08.2015 – 05.2017 (1 рік 8 місяців)

Обов'язки: - Creating a Support department; - Creating a general workflow for Support team; - Implement workflow of Issues escalation to appropriate team; - Developing and achieving objectives and goals for Support team; - Weekly and monthly management reports (by request); - Setting and implementation Zendesk to the support team; - Set-up, manage and improve standards and procedures within the team; - Setting the KPI for each team member; - Training of new team members; - Review general and daily priorities; - Cooperation with RnD, QA, DevOps and Sales departments; - Organise stage of regression testing; - Customer support; - Writing bug-reports, work with task-system (Jira); - Writing technical documentations, knowledge base articles and tutorials; - Creating an Account Management department; - Creating a general workflow for Account Management team; - Developing and achieving objectives and goals for Account Management team; - Commercial offers standardization for support services (hours, prices, trainings etc); - Improving customer relations (we are working to make them happy);

Jelastic
08.2013 – 07.2015 (1 рік 11 місяців)

Обов'язки: - Customer support; - Hoster provider stage support (Linux based); - Work with Database; - Back-end and system support; - Partially front-end support; - Different engine type environments support (Java, PHP, Ruby, .Net); - Fixing technical issues of different origin; - Issues escalation; - Issues describing and registration; - Writing technical documentations, knowledge base articles and tutorials; - Manual testing (regression based on test cases); - Cooperation with development, QA and operations teams; - Writing bug-reports, work with task-systems (Jira, Zendesk). - Improvements ideas integration to support team

Освіта

Zhitomir State Technological University

Спеціальність: Computer Science
повна вища, 09.2007 – 06.2011 (3 роки 9 місяців)

Знання мов

Russian - Професійний (експерт), Ukrainian - Професійний (експерт), English - Професійний (експерт)