

TECHNICAL SUPPORT ENGINEER

🔄 22 січня
2017

📍 Місто: [Львів](#)

Вік: 37 років

Режим роботи: повний робочий день

Категорії:

Додаткова інформація

Особисті якості, хобі, захоплення, навички: Skills: English – fluent, Spanish – fluent, Polish – basic; Computer skills: Operation systems: Windows, Linux(Mandriva); Microsoft Office, Internet, Bugalteria 1C, basis of programming languages (Basic, Fox pro, Delphi, Java). Driver license, category B; I own a car, driving experience – 9 years; Certificates and recommendation letters are attached Work/job experience: 02.2012-present – Technical Support Engineer at ThinkGrid, Colt Group Company. (www.thinkgrid.com , www.colt.net) - 1st level Technical support. Phone Support and critical Customer Support - IASO cloud backup support (IASO certified specialist) - Hosted Virtual environment support (Hosted desktops and servers, Voip, Exchange, Cloud backup) - Administrating and troubleshooting problems for Windows Server 2008/2003, Exchange 2007, MXlogic, Microsoft Office 2007/2010, Voice over IP technologies, and networking problems - Parallels Business Automation (PBA) Control Panel Support 10.2009 – 02.2012 – sales and technical support specialist at International Company ProsteerGroup (GsmServer). (www.gsmserver.com, www.prosteergroup.com) Responsibilities: - Selling of software solutions - Customer service in multi-language, multi-culture environments (English and Spanish). - Presales - post-sales (and technical) support. - Managing Alibaba.com company account. - Initiating and Managing eBay.com Company accounts. - Initiating and Managing Amazon.com Company account. - Program/Project Management - Strategic Business Planning - Purchasing management. - Business analysis monthly reports. 26.05.2009-01.09.2009 – Project manager «Euro-Brend» at Italian Chamber of Commerce in Ukraine (www.ccipu.org); Responsibilities: - Purchasing - accompaniment of the delivery - customs clearance - Supporting current customers and working with new ones - arrangement and supervising of a retail booth 01.05.2006-10.04.2009 – administrator and interpreter at the seminars of International School Project “Character Education”, Lviv, Ukraine (www.isponline.org), part time; 06.06.2008-04.09.2008 – participant of the international student exchange program “Work&Travel USA” at Harrah’s resort center, Atlantic City, New Jersey, USA(www.harrahs.com); 08.11.2006-08.08.2007 – coordinator of the “Speed Reading” courses of Viacheslav Krasov Project, Lviv, Ukraine. (www.krasov.net), part time; Education: 09.2003-05.2009 – Student of the Lviv National University named after I.Franko(Ukraine) at the international relations department, the 5th year(masters); master's degree work: «Formation and development of electronic business (in Ukraine and USA)»09.2003-05.2009 – Student of the “Lviv Politechnic” University (Ukraine), economical department, the 5th year (masters, externally); master's degree work: «Features of «Enterprise» financing in the conditions of development of international economics»