



Oleh Hryshchenko

Details

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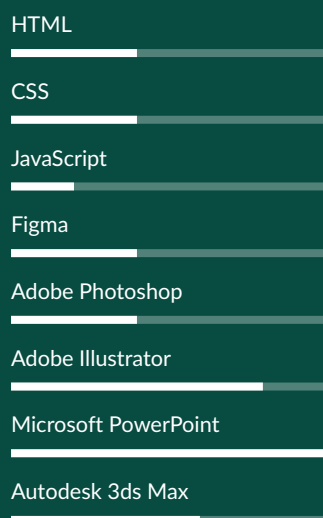
NATIONALITY

Ukrainian

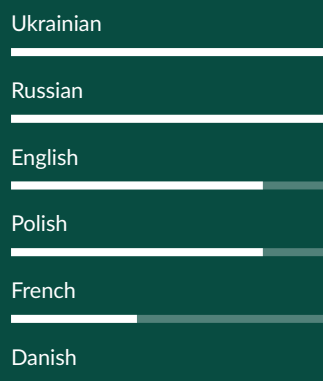
Links

[Behance](#)
[LinkedIn](#)

Skills



Languages



Profile

I am a young, ambitious, and enthusiastic man who started learning programming and design few months ago. The world of IT & design has drawn me in a lot, I love reading, learning, and getting to know this industry. I am looking for my first job as junior designer or front-end developer.

Employment History

Customer support with Russian language, SITEL Polska (Warsaw, Poland), Warszawa

FEBRUARY 2021 – PRESENT

- Technical support for Russian-speaking clients
- Diagnostics and solution of HW/SW problems
- Selection and installation of drivers / software for printers on MS Windows / OS X.
- Remote network configuration for proper communication of office equipment with computers and mobile devices

1. From 02.2022 - Backup Mentor

- Ongoing help and support for mentor and team members
- Execution and monitoring of orders in the CRM system
- Training for new employees

2. From 04.2022 - Complaint specialist

- Email service for partners and partner problem solving
- Conducting business correspondence

3. From 11.2022 - Backup Team Leader

- Ongoing help and support for Team Leader and team members
- Analysis and monitoring of agent results

Visual Communication Specialist, PARAGON Customer Communications Poland Sp. z o.o. (Warsaw, Poland), Warszawa

SEPTEMBER 2020 – JANUARY 2021

- Creating materials for the needs of the business client
- Daily contact with customers
- Creating and editing presentation.

Education

Master's Degree in Business Management (specialization: Management in Tourism), Jagiellonian University Cracow, Kraków

OCTOBER 2018 – PRESENT

Bachelor's Degree in Marketing, National Technical University (Kharkiv Polytechnical Institute), Kharkiv

JULY 2014 – JULY 2018

Courses

How to start your own business, PARP Academy

NOVEMBER 2018 – NOVEMBER 2018

HTML + CSS, GoIT

NOVEMBER 2022 – PRESENT