



# Yaroslav Dovhaniuk

## Technical Support Engineer

Dedicated and technically proficient Customer Support Engineer with a passion for delivering exceptional service and resolving complex issues. I possess a strong foundation in IT and a proven track record of providing top-notch support to customers across various industries. Committed to ensuring customer satisfaction through timely and effective solutions.

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📍 Krakow (but ready to relocate), Poland

## WORK EXPERIENCE

### Support Shift Lead Enestech Software

10/2021 - Present

*Achievements/Tasks*

- Management and organization work of the team (2-3 members);
- Assists the team with difficult cases;
- Manage customer escalations (chats/tickets);
- Guarantee the provision of exceptional customer service by swiftly and precisely handling escalations, effectively communicating, and collaborating with other departments to address inquiries;
- Gathering information about customer experience and finding solutions to improve product satisfaction;
- Training of new team members;

### Technical support Engineer Enestech Software

09/2019 - 10/2021

*Achievements/Tasks*

- Work with customers, provided of timely and qualified customer support;
- Support customers via chats and emails by providing necessary information, answering questions, solving issues and work with complaints;
- Instruct and guide clients how to use efficiently all the features of updated software products;
- Troubleshooting and help developers and QA in solving issues;
- Helping clients with PC settings that are necessary to work with the product;

### Technical consultant Trends (sale of phones, computers and other gadgets)

05/2015 - 11/2019

*Achievements/Tasks*

- Consultation of the customers about the company's products;
- Consultation on the technical characteristics of the product;
- Consulting on the company's products;

## EDUCATION

### Masters Degrees (Radio Engineering) National Aviation University

09/2014 - 05/2019

Kyiv

## SKILLS

Good communication skills

Excellent Customer Service skills

Zendesk

Creation of instructions and technical documentation

Microsoft Teams/Slack

Strong knowledge of Windows OS

Remote access software (TeamViewer, Anydesk)

Basic knowledge of IP/TCP/DNS protocols.

Support and setup diskless systems

## ACHIEVEMENTS

Successful support and assistance to customers around the world;

Helping the team in automating routine processes;

Shift team management;

## LANGUAGES

English - B1+ but in progress  
to be fluent  
*Professional Working Proficiency*

Ukrainian - fluent  
*Native or Bilingual Proficiency*

## SOFT SKILLS

Multitasking

Ability to work under pressure

Time Management

Attention to details

Problem-solving

Team work

Adaptability