

Profile:

Experienced Level 1 IT Support Specialist with 4 years at Wix Online Platforms Limited, providing technical support for a leading SaaS provider specializing in cloud-based web development solutions. Skilled in diagnosing and resolving technical issues related to website performance, domain connectivity, and third-party integrations through phone calls, live chat, and ticketing systems. Adept at simplifying complex IT concepts for non-technical users while effectively communicating with IT professionals.

Driven by a passion for technology, I have expanded my knowledge by earning a Certificate in Science in Computing and the Azure Administrator Certification (AZ-104). With a solid foundation in cloud computing, networking, and system management, I am eager to leverage my expertise in an IT or cloud role. Actively seeking opportunities to continue learning and contributing to a dynamic team.

Technology Skills:

Hands-on Experience:

- Ticketing Systems: Proficient in using internal CRM-based platforms for issue tracking, including Zendesk.
- Troubleshooting & Support: Strong problem-solving abilities in diagnosing and resolving technical issues, with a focus on website performance, domain connectivity, and SaaS integrations. Skilled in guiding users through solutions using screen sharing or providing video instructions with tools like Snagit and ScreenToGif for clearer communication and efficient problem resolution.
- SaaS Platforms: Hands-on experience with Wix and website development tools, supporting web solutions for diverse users.
- Office & Collaboration Tools: Proficient in Microsoft Office Suite and Google Workspace, Slack for documentation, reporting, and collaboration in both remote and in-office environments.

Certification & Theoretical Knowledge:

- Microsoft Azure: Azure Administrator (AZ-104) certification; familiar with virtual machines, identity management, and cloud storage.
- Programming: Basic Java (object-oriented programming, debugging, app development).
- Scripting: Basic Bash and PowerShell for automation.
- Operating Systems & Networking: Knowledge of Windows, Linux (Ubuntu), basic server administration.
- Networking: Knowledge of TCP/IP, DNS, and connectivity troubleshooting.
- Databases: Theoretical knowledge of MySQL & SQLite.

Education:

Microsoft Certification

February 2025 | Azure Administrator Certification (AZ-104)

- Validated expertise in managing Azure identities, storage, networking, and virtual computing environments.

National College of Ireland

September 2024 - January 2025 | Certificate in Science in Computing

- Computer Architecture, Operating Systems and Networks
- Introduction to Databases
- Software Development (Java)

Fitzwilliam Institute

September 2017 - January 2018 | PG Diploma in Event Management w. PR & Social Media

St. Petersburg State University of Engineering & Economics

September 2008 - July 2011 | Bachelor Degree in Quality Management

Language:

- English – Fluent
- Russian – Native
- Spanish – Basic proficiency

Work Experience:

Wix Online Platforms Limited

July 2020 – June 2024 | Technical Support Specialist

A leading international SaaS provider specializing in cloud-based solutions for web development and digital business presence.

- Delivered Level 1 IT support via phone, live chat, and ticketing systems, ensuring fast and efficient resolution of technical issues.
- Diagnosed and troubleshooted website performance, domain connectivity, and third-party integrations, escalating complex cases when required.
- Guided non-technical users through step-by-step troubleshooting, translating IT concepts into easy-to-understand language.
- Maintained a 98% CSAT (Customer Satisfaction) rating, demonstrating excellent technical and interpersonal skills.
- Created structured knowledge base articles and troubleshooting guides, improving self-service support efficiency.
- Collaborated with product and engineering teams to report bugs, provide user feedback, and suggest platform improvements.

Cogs & Marvel Agency

January 2020 – April 2020 | Registration Manager

January 2018 – January 2020 | Registration Executive

- A brand experience and event management agency, producing live, virtual, and digital activations with a focus on end-to-end strategy and creative storytelling.
- Served as the primary point of contact for high-profile clients, including Google, ensuring seamless event registration and addressing complex participant requirements to enhance client satisfaction.
- Streamlined daily reporting processes using Google Suite tools, reducing preparation time by 83% (from 1 hour to 10 minutes), significantly increasing operational efficiency.
- Designed and launched over 30 user-friendly microsites for event registration, troubleshooting technical issues swiftly to maintain flawless user experiences and operational continuity.
- Streamlined daily reporting processes using Google Suite tools, reducing preparation time by 83% (from 1 hour to 10 minutes), significantly increasing operational efficiency.
- Analyzed post-event metrics to identify trends and actionable insights, collaborating with cross-functional teams to improve future event execution and maintain exceptional service quality.
- Oversaw registration logistics for events with hundreds of participants, ensuring all processes adhered to strict timelines and high standards, contributing to repeat client engagements.

Arvato

February 2017 – September 2017 | Transaction Specialist

A provider of innovative supply chain management and e-commerce solutions for international clients.

- Delivered high-quality service by adhering to Arvato SOPs and consistently meeting or exceeding SLA for transaction processing.
- Accurately processed a high volume of invoices, payments, receipts, and expenses, ensuring 100% compliance with internal audit standards and maintaining operational efficiency.
- Reconciled financial statements with precision, identifying and resolving discrepancies to support smooth accounts payable and receivable workflows.
- Fostered a collaborative team environment by prioritizing customer needs, ensuring seamless communication and driving a client satisfaction score improvement during the tenure.

Bear Market Café

December 2015 – February 2017 | Shop Manager

A dynamic food and beverage establishment celebrated for its customer-centric approach and high-energy service environment.

- Directed daily operations and led a team of 10 staff members, managing recruitment, onboarding, and performance evaluations to maintain high service standards and drive operational efficiency.
 - Fostered a customer-focused culture, increasing customer loyalty through personalized engagement and exceptional service delivery.
 - Accurately forecasted demand and maintained optimal inventory levels, reducing waste and ensuring seamless supply availability by strengthening supplier relationships.
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 - Implemented training initiatives that improved team performance and service consistency, contributing to repeat business and positive customer reviews.
- Oversaw cash flow, deposits, and withdrawals, ensuring compliance with security and industry standards.