

Olesya Shevchenko



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<https://precious-nougat-dc3972.netlify.app/index.html>

Summary

During years of experience within information technologies for travel agencies, I have received substantial experience in supporting online/offline travel agencies, providing an excellent technical support and troubleshooting. I have experience with the API and XML requests to different providers and testing software. Currently, I continue to develop my knowledge in programming.

My interests lie in the IT sphere, positions of Front End Developer/QA engineer/Technical support specialist. I can apply my comprehensive knowledge in the IT industry most efficiently!

• Coding skills:

JavaScript, HTML, and CSS

Bootstrap

Axios, APIs

GitLab, GitHub

Gitbook

Software testing experience (API, XML)

CodeSandBox

DevOps

Kibana

React.js (in progress)

Slack

• Qualifications received from Avia industry:

Strong GDS Galileo Knowledge (supervisor level)

Amadeus

Help Desk Support

Technical support and troubleshooting

Good communication skills

Project Management

Languages: Ukrainian, Russian, English

Strong knowledge of MS Office

SugarCRM

High contact center quality standards

Experience



Customer Support Expert

Travelport

Nov 2014 - May 2022 (7 years 7 months)

- Responsibilities on the position of Helpdesk Customer Support Expert

Providing Helpdesk support of the full Travelport product range on both functional as well as technical issues.

Troubleshooting problems reported by customers locally, monitoring and tracking incidents through to valid updates/resolutions.

Managing requests by Phone, Web Submit, Chat, and Email.

- Responsibilities on the position of QA engineer

Providing Quality Assurance as part of a development team (Travelfusion API, Galileo XML select, API of local Bus and Train services, Airline's API: SkyUp, Bees).

Working closely with the development team to identify and specify bugs and usability issues. Manual testing of new features and products.

Manual testing, reproducing and reporting of bugs.

Working with a large amount of logs and data.



Leading specialist in the sale of air transportation

2013 - 2014 (2 years)

Education



National Aviation University

Master's degree, Computer Systems Networking and Telecommunications

2007 - 2012

Licenses & Certifications



SheCodes Basic Introduction to Coding - SheCodes

499bc29a5ff5f37b01d0eac37a9b760e



SheCodes Plus Front End Development - SheCodes

ac8ee1c644ca1d2104c4a663ebdc98e0

Skills

Bootstrap • GDS systems • Amadeus GDS • Help Desk Support • Technical Support • QA Engineering • HTML • Cascading Style Sheets (CSS) • JavaScript