KIRILL NEMKOV

2nd Krugovaya, 3/110, Rostov-on-Don, Russian Federation,+79604506996

PROFESSIONAL SUMMARY

Proficient in administration, system analysis, management and maintenance. Creative and detail-oriented, constantly finds inspiration in new trends, science and art. Wants to move forward with a good team focused on development. Passionate about photography and foreign languages.

SKILLS

- Understanding of HTML and CSS
- Autodesk Maya 3D Modeling
- Understanding Amplitude and other analysis platforms
- Critical thinking
- XML/JSON for API data outputs testing

- Experience of working with different CRM's
- Good communication skills
- MetaTrader 4/5 platforms administrative and maintenance skills
- Knows SQL basics and MS Access
- Understanding Camunda, Business Studio and ERwin workflows

- DaVinci Resolve, Vegas Pro, Adobe Premiere Pro editing
- Social and organizational skills
- Experience of working with Wix and Canva
- Excellent Intercom knowledge
- MS Project and Confluence knowledge

EXPERIENCE

System Analyst   September 2023 – April 2024
"Automators" LLC | Rostov-on-Don, Russian Federation
- Managed innovative development of multiple enterprises;
- Developed technical specifications for CRM integration;
- Conducted a systematic analysis of the activities and problems of enterprise management.

Technical Support Engineer   September 2022 – February 2023
TFB Development LTD | Singapore
- Installed, configured and supported MetaTrader 4 and 5 platform components;
- Worked in task tracking systems such as Jira Service Desk and Jira Software;
- Answered customers' questions about technical functionality of TFB solutions for MetaTrader 4 and 5 platforms.

Customer Support Manager   July 2021 – May 2022
SOAX LTD | London, United Kingdom
- Worked directly with customers to help them set up and use SOAX;
- Answered product questions and tracked user feedback;
- Reported and escalated issues to engineers;
- Acted as the bridge between the customers and Sales, Product, Customer Care, and Tech teams.

System Administrator   March 2021 – June 2021
"Hard Service" LLC | Rostov-on-Don, Russian Federation
- Maintained detailed and exhaustive documentation for system processes and procedures;
- Met changing system demand by developing and deploying new technical solutions;
- Installed computer equipment and maintained it;
- Advised a company on the selection of the necessary equipment.

Call Center Operator   July 2020 – September 2020
Tele2 Russia | Rostov-on-Don, Russian Federation
- Answered incoming calls and chat messages to solve user problems;
- Delivered accurate organizational information, including products, services, and procedures;
- Completed routine transactions for customers such as opening accounts and processing payments.

System Administrator   May 2017 – July 2018
"Kondmash" LLC | Astrakhan, Russian Federation
- Rooted out problems by benchmarking and routinely testing system performance;
- Managed IT functions of manufacturing business, including hardware, software, and network systems;
- Supported users with training, technical assistance and network improvements.

EDUCATION

Bachelor of Technology and Engineering   July 2023
"System analysis and innovation management"
Southern Federal University, Rostov-on-Don, Russia
- "The Bits and Bytes of Computer Networking" certificate from Google (2021)
- "Technical Support Fundamentals" certificate from Google (2021)
- Completed course "English in business communication" (2019);
- Two first-degree diplomas at the UNESCO International Conference in Physics and Computer Science (2017, 2018);
- "The Hour of Code" certificate (2015).
- XII Software Developers forum "Hackathon Spring 2023" participant with the project "Development of corporate services for a closed-type enterprise" (2023).

PORTFOLIO

My portfolio website: https://yubarev.wixsite.com/myportfolio/en