

# Svyatoslav “Siv” Zherelin

## Technical Support Specialist

Diligent and energetic, with senior experience - analytical, meticulous and innovative, has a passion for technology and drive for efficiency.

Able to assess goals to build credibility, rapport and mutually beneficial relationships. Engineering minded, with solid communication skills augmented by strong technical expertise and data interpretation. Enthusiastic learner with a high learning curve, capable of rapidly assimilating and employing fresh insights, as Steve Jobs said “Stay hungry. Stay foolish.”

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## WORK EXPERIENCE

### Senior Technical Support - YouTube Accenture 01.2019 - Present

- From how-to's to complex bugs and all in-between.
- **Technical troubleshooting** (PC, iOS, mobile, network), content review, channel management, video uploads, monetisation, administer T&C
  - Resolve **billing inquiries** and investigate unauthorised transactions
  - **Educate** on product opportunities; upgrades, increase audience reach
  - Handle multiple chats; **+50 WPM in Russian and English**
  - Optimise tasks to deliver KPI, achieving **2x workload average**
    - ▶ 500 completed interactions per month
  - **Performed managerial duties**
    - ▶ Organise agents, allocate queue load, collaborate with internal teams identified trends and metrics on daily basis
  - **QA trained**, mentored new team members and provided **SME support**
  - Involved with **data analysis** on monthly client report (MBR)
  - Conform to GDPR policies, identify gaps and **improve internal knowledge base** with over 600 articles
  - Strive to **exceed target SLAs**
    - ▶ QA review: >95% / CSAT: 94% chat, 85% email / TAT: 98%

### Crew Member & Trainer McDonald's 10.2016 - 09.2017

- Front face reception to hell's kitchen providing highest quality service.
- Personal approach to each customers' needs, wants and desires
  - **Direct B2C sales**; boosting profit by **up-selling** (upsize, meal deals)
  - **Teamwork** was the key ingredient to smooth business operation
    - ▶ Station manager; lead up to 5 members of shift
  - **Follow strict standards**; HACCP hygiene and food safety regulations
  - Organise stock, record delivery items and monitor condition
  - Coached and up-skilled crew members
  - Machinery maintenance

## EDUCATION

### Electronic Engineering University College Dublin 2014 - 2018

- Programming, computer architecture and project planning. Laboratory work enhanced data science knowledge and use of Excel.
- Digital & Analog Electronics
  - Networking & Protocols
    - TCP/IP/DNS/OSI stack
  - C/C++/Data Structures/UNIX
  - Creativity in Design
    - group innovation bootcamp
  - Mathematics
    - statistics & algorithms

### Leaving Certificate Oatlands College 2013 - 2014

- Achieved 555/625 points, taking all subjects at Higher Level, including:
- Technology
  - Applied Mathematics
  - Design & Communication
  - Home Economics
  - Graphics (CAD - SolidWorks)
  - Physics

## SKILLS

- Organisation
- Judgement
- Forward Thinker
- Research
- Critical Observation
- Analysis
- Leadership
- Pragmatism
- Presentation
- Business Acumen
- Development
- Intuition

## LANGUAGES

- English  
*Native/Bilingual*
- Russian  
*Native/Bilingual*
- Ukrainian  
*Elementary*

## TECHNICAL SKILLS

- IT - hardware/software**  
Assemble, configure, optimise, test, debug, maintenance  
Operating Systems: Windows, Mac, Linux, Android, iOS, VirtualBox  
PC, Peripherals (Printer, Router, NAS, Media server, VPN)  
Programming: C/C++/Objective-C and basic Python/HTML/SEO
- Technical Writing**  
Research, data study, planning and visual illustration  
MS Office (Word, Excel, PowerPoint)







## ACHIEVEMENTS

- YouTube PPS Project: Employee of the Month**
- McDonald's Ronald McDonald House: Golden Donator**
- Innovative Design Award - Siemens RoboRubgy Competition 2015**  
*Robotics project: as a team, built hardware and designed multiple adaptive algorithms using Objective-C. Right side [https://youtu.be/2\\_oVodf0-NQ](https://youtu.be/2_oVodf0-NQ)*
- Article published in the 'Obelisk No.7 2013' - the Journal of Kilmacud & Stillorgan History Society'**

## CERTIFICATES

- Website UX/IX Design (HTML5/CSS3) - Accenture  
[siv777.roofof.net](https://siv777.roofof.net) 2020
- Inbound Sales Certified - Hubspot Academy 2020
- Programming Foundations: Software Testing/QA - LinkedIn 2020

## INTERESTS

-  **Sports**  
Soccer, cycling, fitness
-  **Technology**  
Hardware, software, AI, ML
-  **Nutrition & Health**  
Diet
-  **Video Games**  
Gaming, streaming (Twitch)
-  **Trends**  
Gizmodo, Reddit, YouTube
-  **Sociology**  
Philosophy, debating