



# Pavlo Orlianskyi


## IT\CONTENT ANALYST


Motivated and open to new challenges energetic person who is easy-going in communication with people of various ages and cultures.

A creative person with the ability to be integrated into different spheres of professional life under pressure and further going challenges. Experienced in such spheres as teaching, training, customer service, IT helpdesk, and content analysis. Keen on getting new knowledge, especially in practice.


## CONTACT

### INFORMATION

 Aleja Stanow Zjednoczonych 32,  
04-036 Warszawa

 +48 794-368-309

 pavloorlianskyi@gmail.com

 <https://www.linkedin.com/in/pavlo-orlianskyi-02067>

## LANGUAGES

- **Ukrainian - native**
- **English - fluent**
- **Polish - B2**
- **Russian - native**

## SKILLS

- **Communication Skills**
- **Organizational Skills**
- **Management**
- **Team Player**

## EXPERIENCE

### Help Desk Coordinator

06/2022 - 09/2022

**Iyuno-SDI Group** - Warsaw, Poland

- **Coordinate requests** through ticket flow, and assign them to proper resolving groups.
- **Troubleshooting.**
- **Support internal communication** between departments and resolving groups.
- Onsite **hardware preparation.**
- **Hardware assigning.**
- **Documentation leading.**

### Content Reviewer

10/2021 - 05/2022

**Tech Firefly** - Warsaw, Poland

- **Analyzing** and **evaluating** the **advertising** content to be displayed on **Google platforms** use given guidelines by the stakeholder.
- Ewoq working environment, **following QA standards**, and **evaluating advertising assets** in a variety of languages.
- **Revealing the violated content** to be extracted from the media ads to **publish proper content through Google platforms.**

### Help Desk Analyst

12/2020 - 10/2021

**Diebold Nixdorf for Superdry and Lidl** - Warsaw, Poland

- **Customer services** via softphone.

Wyrażam zgodę na przetwarzanie moich danych osobowych przez firmy w celu prowadzenia rekrutacji na aplikowane przeze mnie stanowisko.

- **Soft Skills**
- **Physiognomists**
- **Creative Advisor And Quality Review Skills**
- **Customer Service**
- **Social Media**
- **Analytical Skills**
- **Presentation Skills**
- **Fast Learner**
- **Evaluating The Content**
- **Personal Coaching**
- **Lightroom**
- **Photoshop**

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## ADDITIONAL INFORMATION

Amature photographer, Hobbie

Not attached to the particular place |

2017 - Present

- **Making photo materials for individuals and organizations.**
- **Usually for updating the skills.**
- **Urban photography, macro photos, crowd, events.**

A trainer of sport-ballroom dances,

Club of sport-ballroom

dances "Oleksandryt"

Oleksandriia, Ukraine | 2011 May - 2014

May

- **2011-2014 A trainer of sport-ballroom dances.**
- **Dancing practices 2003-2014. Participating in international festivals\region competitions\celebrations\actor in crowd.**

- **IT remote support.**
- **Accepting the requests**\calls\emails from the customer.
- **Assigning** technical **examination** for distance.
- **Immediate resolution** of upcoming issues in a software environment.
- **Software Environments:** EBS\Aptos\Outlook\Word.

**1st Level Agent**

03/2020 - 12/2020

**Diebold Nixdorf for BP Petroleum** - Warsaw, Poland

- **Customer services** via softphone.
- **IT remote support.**
- **Accepting the requests**\calls\emails directly from clients, and 3rd parties.
- **Assigning technical examination** for distance.
- **Immediate resolving** of upcoming issues in software and technical aspects
- **Software Environments:** Positive32\EBS\ZOC\Outlook\Word.
- **Hardware Environments:** HHT\Toshiba\UPS\Cisco\ICP\Verifone.

**1st Level Agent.**

11/2018 - 03/2020

**Diebold Nixdorf for Shell Petroleum** - Warsaw, Poland

- **Customer services** via softphone.
- **IT remote support.**
- **Accepting the requests**\calls\emails directly from clients, 3rd parties, and stakeholders.
- **Assigning** technical **examination** for distance.
- **Immediate resolution** of upcoming issues in software and technical aspects.
- **Software Environments:** NAMOS\EBS\Red Prairie\Outlook\Word.
- **Hardware Environments:** HHT\UPS\Cisco.
- **Training of newcomers.**

**Linguistic intermediary**

05/2017 - 09/2017

**"Camanche Recreation Company" - North Shore - South Shore** - lone, California, USA

- **Oral translation** between the client and the company with foreigners.
- **Store assistant:** consulting\preparing\consenting to regulate actions and attractions provided by the company for customers.

Wyrażam zgodę na przetwarzanie moich danych osobowych przez firmy w celu prowadzenia rekrutacji na aplikowane przeze mnie stanowisko.

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## HOBBIE

- **Music**
- **Photography**
- **Movie**
- **Politics**
- **History**
- **Design**

- **Client service.**
- Compliance with applicable health and safety regulations.
- Wide **database monitoring** to track all company inventory levels: docks\store\toolyard\customer area\point of sales\cash register etc.

### **Language Tutor**

10/2016 - 05/2017

#### **Private Projects** - Warsaw, Poland

- Teaching people **Ukrainian** and **Russian** languages for academic, private, and business purposes.
- Providing detailed integration in Ukrainian and Russian **grammar** and **vocabulary, pronunciation, and morphology**.
- **Preparing the materials** related to the **business sphere** (trading, marketing, management); **political sphere** (judicial, legal, international relationships); **literature** and **common modern language, slang** (for common usage, living, traveling).
- **Preparation** for the **business negotiations\interviews** face-to-face and remotely

### **Translator**

02/2016 - 10/2016

#### **A private translation company** - Oleksandriia, Ukraine

- **Translation** of various documents: passports, certificates, appeals, and other documents from **English** to **Polish, Ukrainian, and Russian**.
- **Teaching** students\pre-school\adults\seniors English language. In addition, to help the alumni enter the universities abroad and in Ukraine with solid knowledge and academic basis for further studying.
- **English grammar courses** for civil servants, lawyers who are required to know one of these languages; civic and military pilots to communicate with foreign partners; business partners, and proof of qualification.
- **Polish courses** for university entrance exams, everyday communication, and citizenship if required. Help in filling out forms.
- **Oral prompt translation** in Polish and English.

### **Office Assistant**

05/2016 - 07/2016

#### **Polish-Ukrainian Chamber of Commerce** - Warsaw, Poland

- **Document** translation.
- **Telephone** conversations.
- **Presentation** translation.

Wyrażam zgodę na przetwarzanie moich danych osobowych przez firmy w celu prowadzenia rekrutacji na aplikowane przeze mnie stanowisko.

- **Searching** the information in Internet sources.
- **Managing** office processes among colleagues.
- **Training** of newcomers for operating the office facilities\equipment.
- **Planning** meetings: online\face to face.
- **Prompt communication** with stakeholders via Social Media.
- **Negotiation hold process** with clients\partners.

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## EDUCATION

**Master Degree** : IBM and Professional Communication      10/2018 - 08/2020  
**Clark University** - Warsaw, Poland

- Finished Clark University joint program, specialization **Professional Communication**\Mediation\**Negotiation**.

**Bachelor Degree** : English Philology      10/2014 - 11/2018  
**University of Social Sciences in Warsaw** - Warsaw, Poland

- Business English\Translating\Teaching - applicable while the education process.