

Pavel Glitsuk

Education

Tallinn University of Technology <i>Economics</i>	2004 - 2006
Tallinn University <i>Philology</i>	2006 - 2008

Experience

Western Digital	October 2011 - June 2013 <i>Corporate Customer Support Representative</i>
Ericsson	October 2010 - October 2011 <i>LTE radio unit tester</i>
St. Peter's Line	February 2008 - September 2010 <i>Bookings Administrator</i>
EuroFM	September 2006 - January 2008 <i>Sound Engineer</i>
SQA Partners	July 2005 - June 2006 <i>Black-box tester</i>

Computer Skills

Embedded systems.
In-deep knowledge on hard drives and SSDs.
Can quickly learn anything about any hardware and software new to me.

Specific and cloud-based software

SAP, Oracle Database, Salesforce, IBM Notes, Citrix Access Gateway.
Familiar with US online banking and fraud related to it.

General Characterization

Good communication skills	Can explain any situation correctly to user. In addition, it comes easily to find a common language with one.
Assiduous	Shift-working and performing routine tasks makes no problem for me.
Responsible	Decision making strong capacity. Self-learning.
Particular	Paying attention to every single detail to get the job done perfectly.
Customer oriented	Responding promptly and respectfully to consumer complaints and queries. Using soft skills.

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