

Igor Kononov

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PROFESSIONAL EXPERIENCE

Associate Support Engineer

Duck Creek Technologies Inc., Canada

January 2025 - present

- Providing application support for specialized web-based software
- Creating and maintaining documentation for external and internal customers
- Resolving frontend, SQL, REST API, FTP, email and custom software issues
- Earning technical certificates to deepen the knowledge and advance problem-solving skills
- Providing training and ongoing support to the new team members

Customer Support Analyst

Risk Control Technologies Inc., Canada

July 2022 to January 2025

- Providing application support for specialized web-based software
- Creating and maintaining documentation for external and internal customers
- Resolving frontend, SQL, REST API, FTP, email and custom software issues
- Earning technical certificates to deepen the knowledge and advance problem-solving skills
- Providing training and ongoing support to the new team members

Technical Support Agent

Webasyst, Russia

May 2017 to May 2022

- Serviced as a technical support specialist to users experiencing difficulties with web applications
- Monitored and worked on the service desk ticket queue, responded to customers via phone and various messenger services
- Implemented design changes to client's websites (HTML, CSS, Smarty)
- Resolved DNS, HTTPS, and SMTP issues
- Worked with clients' hosting tools: FTP, SSH, SQL databases
- Maintained the internal knowledge base about the processes and rules in the customer support department
- Performed analysis on client website performance and gave recommendations for improvement

PROFESSIONAL SKILLS

- Zendesk
- Jira
- Confluence
- SQL
- REST APIs
- PowerBI
- HTML, CSS
- TCP/IP, DNS, HTTP, SMTP
- Linux
- FTP/SSH
- GitHub/GitLab
- WordPress
- Microsoft Office Suite
- Creating documentation and SOPs
- Knowledge base maintenance
- Effective communication
- Quality analytics and problem-solving
- Meeting deadlines
- Getting things done

EDUCATION

Bachelor's degree in Documentation and Information Services
Kyiv National University of Culture and Art, Ukraine

June 2015