

Bohdan Ionenko, Young specialist

Uudentuvantie 6, Vantaa, 016315, Finland, +358465419672, ionenko.bohdan@gmail.com

Date of birth14.10.2003NationalityUkrainian

Summary

Motivated and dynamic young man with extensive experience in various physical labor roles. Proven ability to work effectively in fast-paced environments, demonstrating strong problem-solving skills and a commitment to high-quality results. Experienced in customer service and installation work, with a solid background in construction and technical support. Eager to leverage my skills in a challenging role that requires physical work and teamwork.

Work Experience

Nov 2019 - Sep 2021Internet provider, TOV LangeitUkraine

Senior Call Center Representative
Customer Service: Provided high-quality customer support, assisting with both technical and general inquiries.
Issue Resolution: Successfully handled customer issues related to internet connectivity and service disruptions.
Financial Assistance: Advised clients on billing, payments and subscription plans.
Scheduling Technicians: Organized and managed schedules for technicians to ensure timely installation and service maintenance.
Team Coordination: Collaborated with other departments and colleagues to ensure seamless operations and prompt response to customer requests.

Sep 2021 - Feb 2023Installation Technician, Cooper HunterUkraine

Installation and Removal: Performed installation and dismantling of air conditioning systems for residential and commercial properties.
Transportation: Managed the safe transportation of air conditioning units to client locations.
Installation Planning: Developed detailed plans for the installation of air conditioning units, ensuring efficient and secure placement.
Repair and Maintenance: Conducted repair work and maintenance on air conditioning systems to ensure optimal performance.
Water Drainage Design: Designed and implemented efficient drainage systems for air conditioning units, directing water outside buildings.

Jan 2018 - Feb 2020General Laborer, Construction Company

Post-renovation Cleaning: Performed thorough cleaning of sites after renovation work to prepare them for use.
Preparation for Renovation: Assisted in preparing rooms and buildings for upcoming repair and renovation work.
Wall Painting: Carried out wall painting and surface preparation for interior and exterior projects.
Furniture and Equipment Installation: Installed furniture and appliances in residential and commercial spaces.
Physical Labor: Executed various physical tasks on construction sites, including material handling and site maintenance.

Education

Sep 2009 - Jun 2018School Diploma, Zaliman Comprehensive School (Graduated with Honors)

2018 - 2020Associate Degree, Kharkiv College of Transport Technologies (Grade 3.8/4.0)

Transport Technologies: Study of methods and means of transportation, including mechanical and electrical systems.
Automotive Technology: A program focused on the diagnosis, repair, and maintenance of vehicles.
Railway Transport: Training in systems and processes related to railway transportation.
Logistics and Supply Chain Management: Study of the management of transportation and storage of goods.
Maintenance of Vehicles: A program covering preventive and repair work on various types of transport.
Transport Management Systems: Study of software and technologies used to manage transportation systems.

2020 - 2022

Vocatinal Education, Kharkiv Vocational Railway Transport College (Graduated with Honors)

Fundamentals of Railway Transport: Study of the theory and practice of working within the railway system.

Maintenance and Repair of Rolling Stock: Training in the repair and maintenance of trains and railway cars.

Train Movement Management: Learning systems and processes related to the safe and efficient management of train movements.

Electrical and Mechanical Systems: Understanding the operation of electrical and mechanical systems used in railway transport.

Logistics and Transportation Management: Study of the principles of managing freight and passenger transportation.

Skills			
Problem Solving	Expert	Communication	Expert
Team Leader	Expert	Computer Literacy	Expert
Creativity	Experienced		

Languages			
Ukrainian	Native Speaker	Russian	Native Speaker
English	Basic		

Hobbies	
Technology Enthusiast: Passionate about computers and software, continuously seeking to expand my knowledge in programming and the latest technological advancements. I enjoy learning new applications and tools to improve productivity and efficiency in my work.	
Music Lover: Actively engaged in music, which enhances my creativity and ability to work collaboratively. I believe that music fosters teamwork and can improve morale in the workplace.	
Sports and Fitness Advocate: Regular participant in various sports activities, promoting a healthy lifestyle. This dedication to fitness not only keeps me physically active but also cultivates discipline, teamwork, and perseverance.	
Avid Reader: Enjoy reading a wide range of genres, including non-fiction and professional development books. This habit keeps me informed about industry trends and enhances my critical thinking and analytical skills.	
Problem Solver: My interests in technology and reading help me approach challenges with a solutions-oriented mindset, allowing me to identify innovative ways to overcome obstacles in the workplace.	