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Gyvenimo aprašymas (CV)

*Norėdami matyti vardą ir pavardę, turite*  
[Prisijungti](#)

### Kokio darbo ieškau? Mano teigiamos savybės

Dedicated Technical and customer Support Specialist with over 5 years of experience in troubleshooting hardware/software issues and customer assistance. Skilled in various tools, namely ServiceNow, Pulse Secure, MS Intune, BitLocker, Active Directory, Tanium, MFA and many more. Proven ability to resolve customer inquiries and technical problems efficiently while maintaining high customer satisfaction levels and SLA. Strong communication skills and a passion for technology, adept at working in fast-paced environments and collaborating with crossfunctional teams to enhance customer experience.

Pageidaujamas darbas	Kompiuterių technikai
Pageidaujama darbo vieta	Kaunas, Klaipėda

### Kontaktai ir pagrindinė informacija apie mane

Gimimo data	1990-03-28 (35 m.)
Lytis	Vyras
Gyvenamoji vieta	Vilnius
Telefono numeris	<i>Norėdami matyti kontaktus, turite</i> <a href="#">Prisijungti</a>
El. pašto adresas	<i>Norėdami matyti kontaktus, turite</i> <a href="#">Prisijungti</a>

### Darbo patirtis

Darbo laikotarpis	<b>nuo 2022.08 iki 2025.07</b>
Įmonės pavadinimas	Western Union
Plačiau apie darbo pobūdį, patirtį	<ul style="list-style-type: none"> <li>• Diagnosed and delivered exceptional customer service by addressing inquiries and resolving complaints.</li> <li>• Skilled in L1 and L2 customer support via various channels such as phone, email, Teams chat and remote sessions.</li> <li>• Maintained detailed records of customer interactions using software, namely ServiceNow and iPass.</li> <li>• Maintained Service-Level Agreement by timely resolving the issues and escalating to the next level of support.</li> <li>• Communicated with clients to gather essential information for accurate support.</li> <li>• Ensured timely follow-up on customer issues to guarantee resolution satisfaction.</li> <li>• Maintained knowledge base articles to facilitate self-service and enhance customer support efficiency.</li> <li>• Experienced in customer verification by following security methods such as multifactor authentication.</li> </ul>
Darbo laikotarpis	<b>nuo 2017.08 iki 2022.04</b>
Įmonės pavadinimas	Kaunas University of Technology
Plačiau apie darbo pobūdį, patirtį	<ul style="list-style-type: none"> <li>• Diagnosed and delivered exceptional customer service by addressing inquiries and resolving complaints.</li> <li>• Skilled in L1 and L2 customer support via various channels such as phone, email, Teams chat and remote sessions.</li> <li>• Maintained detailed records of customer interactions using software, namely ServiceNow and iPass.</li> <li>• Maintained Service-Level Agreement by timely resolving the issues and escalating to the next level of support.</li> <li>• Communicated with clients to gather essential information for accurate support.</li> <li>• Ensured timely follow-up on customer issues to guarantee resolution satisfaction.</li> <li>• Maintained knowledge base articles to facilitate self-service and enhance customer support efficiency.</li> <li>• Experienced in customer verification by following security methods such as multifactor authentication.</li> </ul>
Darbo laikotarpis	<b>nuo 2018.10 iki 2020.11</b>
Įmonės pavadinimas	UAB Kilmine
Darbo sritis	Konsultantai
Plačiau apie darbo pobūdį, patirtį	<ul style="list-style-type: none"> <li>• Diagnosed and delivered exceptional customer service by addressing inquiries and resolving complaints.</li> <li>• Skilled in L1 and L2 customer support via various channels such as phone, email, Teams chat and remote sessions.</li> <li>• Maintained detailed records of customer interactions using software, namely ServiceNow and iPass.</li> <li>• Maintained Service-Level Agreement by timely resolving the issues and escalating to the next level of support.</li> <li>• Communicated with clients to gather essential information for accurate support.</li> <li>• Ensured timely follow-up on customer issues to guarantee resolution satisfaction.</li> <li>• Maintained knowledge base articles to facilitate self-service and enhance customer support efficiency.</li> <li>• Experienced in customer verification by following security methods such as multifactor authentication.</li> </ul>

Laikotarpis	nuo 2017.08 iki 2022.04
Išsilavinimas	Aukštasis universitetinis
Mokymosi įstaiga	Kaunas University of Technology
Išsilavinimo sritis	Informatika

**Kalbos**

Kalbos	Kalbėjimas	Supratimas	Rašymas
Anglų	Puikiai	Puikiai	Puikiai
Lietuvių	Vidutiniškai	Vidutiniškai	Pagrindai

**Kompiuterinis raštingumas**

Advanced level

**Papildoma informacija**

Vairuotojo pažymėjimas	B
Vairuoju nuo	2023-03 (2 m.)
Pageidaujamas atlyginimas	1400 EUR per mėn.