VADIM KULIKOVICH

SOFTWARE SUPPORT | QA & DEVELOPMENT

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PROFESSIONAL SUMMARY

Technology professional with 3 years of SaaS application support experience, specializing in technical troubleshooting, software issue investigation, and cross-functional collaboration. Completed specialized training in IT support and software quality assurance, with knowledge of testing methodologies, API and database validation, and defect management. Currently expanding full-stack web development skills through ongoing training and personal projects. Interested in opportunities across technical support, software QA, and junior web development.

PROFESSIONAL EXPERIENCE

Technical Specialist | *Jan 2022 – Dec 2024*
BROWZWEAR | Remote, United States

- Delivered L1/L2 technical support for 200+ global SaaS users, resolving 40–60 Zendesk tickets weekly while meeting established SLA targets.
- Designed and implemented a client account health evaluation framework using software usage metrics, user proficiency levels, and training completion data to identify adoption risks and recommend targeted engagement strategies, contributing to a 20% reduction in churn.
- Troubleshot software installation issues, login failures, SSO authentication problems, and cloud access errors across Windows and macOS environments.
- Collected and analyzed system logs to investigate technical issues, identify root causes, and reproduce reported software defects.
- Documented, reported, and escalated software defects through Jira, collaborating with engineering teams to track issues through resolution and release cycles.
- Conducted user onboarding sessions and provided live technical assistance to customers across multiple time zones.
- Created and maintained internal and customer-facing knowledge base documentation to support troubleshooting, knowledge sharing, and self-service resolution.
- Collaborated with IT, product, and development teams to prioritize production issues, coordinate escalations, and minimize customer downtime.

Technical Designer | *Jun 2017 – Oct 2021*
NIKE, Inc. | Beaverton, OR

- Collaborated with cross-functional teams to translate design concepts into production-ready garment patterns.
- Managed the pattern development lifecycle, conducted fit sessions, and implemented revisions to meet product quality standards.
- Used CLO 3D technology to visualize designs and reduce physical sample iterations before production.
- Supported innovation initiatives by validating design requirements and identifying opportunities to improve workflow efficiency.

TECHNICAL SKILLS

Technical Support: SaaS application support (L1/L2), software troubleshooting, issue investigation, root cause analysis, ticket management, SLA support, SSO authentication, log analysis

QA & Testing: Test planning and cases, functional and regression testing, exploratory testing, API testing, database validation, defect reporting and tracking, Agile/Scrum concepts

Development: HTML5, CSS3, JavaScript, Bootstrap; developing knowledge of React.js, Node.js, Express.js, REST APIs, SQL, and PostgreSQL

Tools & Platforms: Zendesk, Jira, Confluence, Salesforce, Postman, Selenium WebDriver, Cucumber (BDD), Jenkins, Git, GitHub, VS Code, Chrome DevTools

Systems & Productivity: Windows, macOS, Linux/UNIX fundamentals, Android testing tools, Microsoft 365, Google Workspace, Slack

PROJECTS

Reading Progress Tracker | *Personal Web Application*

- Developing a web application to track reading progress and daily assignments, using JavaScript, Bootstrap, and browser local storage to manage user progress and calendar data.
- Building responsive interface components and implementing date-handling logic, including local date keys to keep saved progress aligned with the user's local calendar.

EDUCATION & PROFESSIONAL DEVELOPMENT

Microsoft IT Support Specialist | Coursera | Completed

Testing Mobile/Web Applications | Completed

The Complete Full-Stack Web Development Bootcamp | Udemy | In Progress

GED (General Educational Development) | Clark College