THOMAS VOVK

SOFTWARE ENGINEER

thomasvovk@icloud.com
647-685-5339
linkedin.com/in/thomasvovk
github.com/thomasvovk

EXPERIENCE

Product Operations Specialist | Notch

JUL 2022 - MAR 2023, TORONTO, ON

- Eliminated inefficiencies and launched a self-serve system "**Notche**r" which provides self-serve assistance by enabling BOT/AI/Help Centre/Animated Guidance that improved clients' platform efficiency by 70%.
- Coordinated that products are of high quality and meet customer expectations. This involves working with the development team to define and execute test plans, as well as monitoring product performance and addressing any issues that arise.
- Identified opportunities for improvement in processes and workflows, including those related to software development. This involves analyzing data and feedback, identifying areas for improvement, and working with the development team to implement changes.

Customer Success Specialist | Notch

JUL 2021 - JUL 2022, TORONTO, ON

EDUCATION

BrainStation | Diploma, Software Engineering

APR 2023 - JUN 2023, TORONTO, ON

Centennial College | Diploma, Hospitality - Hotel Operations Management

JUN 2016 - JUN 2017, TORONTO, ON

Lviv Institute of Hospitality Management | Bachelor & Master Degree, Hospitality - Hotel Operations Management

SEP 2010 - JUN 2015, TORONTO, ON

PROJECTS

Product Operations Specialist | Notcher BOT

JUL 2022 - SEP 2022, TORONTO, ON

- Developed an AI-powered chat system aimed at providing prompt customer responses. Objective was to minimize company expenses.

BrainStation | Diploma, Software Engineering | InStock

APR 2023, , TORONTO, ON

- Group project to build a full stack web application called 'InStock'.

SKILLS

HTML, CSS, JavaScript, React.js, Node.js, Express, MySQL, Agile Development, Document Object Model (DOM) APIs, Web APIs, User Authentication, OAuth, Heroku, GitHub, WebPack, Jest, Enzyme

PROFILE

Results-driven tech individual & former hospitality professional with a proven track record of strong problem-solving skills and dedication to delivering high-quality results.

I am passionate about technology and business intersection and am a detail-oriented professional who is eager to learn from experienced developers and committed to continuous learning and staying up-to-date with emerging technologies.