

Ia Pratt

Tbilisi, Georgia

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EXPERIENCE

EPAM Systems — *Service Desk Specialist*

March 2023 - Present

Freelance — *Personal Assistant*

January 2022 - February 2023

Evolution —

Service Desk Team Leader

January 2020 - January 2022

Service Desk Specialist

March 2019 - January 2020

In The Palace SFF — *Volunteer*

May 2018 - March 2019

Zooplus — *Customer Support Agent*

October 2015 - May 2018

EDUCATION

Tbilisi State University — *Bachelor's Degree in English Philology*

September 2011 - July 2015

LANGUAGES

English, Georgian, Russian.

SKILLS

Microsoft 365, Jira, ServiceNow, Kanban etc.

Experienced in creating KPI reports, account management, project coordination, performance evaluations, schedule management and managing teams of 10 people.

Online Courses and Certificates

LinkedIn - Learning ServiceNow

LinkedIn - Outlook 2016: Tips and Tricks

Scrimba - The Frontend Developer Career Path

Responsive Web Design - FreeCodeCamp

Triviums Certification - Customer Service

Mastery Certification - Digital Customer Service

Mastery Certification - Vocal Victories