**Ruslan Tsykaliak**

**Upper Darby, PA 19082**
**Phone**: 223-280-0370 | **Email**: ruslan.tsykaliak@gmail.com

**Professional Summary**

Developed extensive expertise in customer service, technical support, and sales management over the past 10 years. In the recent role at Namecheap, provided expert assistance with web hosting issues, including cPanel, DNS, and email setups, troubleshooting, and crafting technical guides for deploying applications. Developed skills in web development technologies like React, Node.js, and WordPress, and programming languages such as JavaScript, PHP, and Python, enriching my understanding of online systems and their challenges, including backend development and database management.

At Vodafone started in the Salesforce department, and advanced to Sales Manager, gaining experience in training and managing a team while exceeding sales goals. Managed my own sole proprietorship, handling everything from supplier negotiations to inventory and customer service, deepening insights into small business operations with a focus on innovative thinking and strong organizational skills. Passionate about applying my combined technical, sales, and entrepreneurial skills to help clients achieve their goals while maintaining high ethical standards.

**Experience**

**Web Development & Tech Support**

**Freelancer |** *06/2024 – Present*

 • Designed and deployed web applications using Next.js, React.js, Laravel, and MySQL tailored for small and medium businesses.

 • Implemented containerized systems with Docker and Kubernetes to enhance scalability and reliability.

 • Delivered client-focused solutions, including REST APIs and full-stack features, while maintaining consistent communication and quality assurance.

 • Managed backend development and database configurations to ensure robust application performance.

**Customer Support Specialist**

**Namecheap |** *03/2022 – 06/2024 (2 years, 3 months)*

 • Delivered exceptional written technical support to customers worldwide, assisting with hosting-related requests and server configurations.

 • Delivered expert guidance in web hosting environments, including FTP, HTTP, SSL, domain setups, and basic-to-advanced Linux command-line operations.

 • Unilized tolls like Zendesk to provide ticketing support and resolve customer issues efficiently.

 • Authored technical guides on deploying React and Angular applications to cPanel servers, enhancing self-help resources for users.

 • Troubleshot issues involving WordPress (PHP configurations, php.ini, plugins), Django (Python setups), Apache, and Nginx environments.

 • Managed and deployed a diverse range of technologies, including firewalls, SSH, SSL, and various deployment frameworks, ensuring smooth web hosting experiences.

 • Collaborated with internal teams to optimize processes, contributing to improved customer satisfaction and service efficiency.

• Implemented cookies management solutions to enhance website security, performance, and user experience.

• Leveraged Shell Scripting for automation of routine tasks and troubleshooting

**iPhone Parts and Repair Business**

**Entrepreneur |** *10/2016 – 03/2022 (5 years, 5 months)*

 • Built a thriving business specializing in selling iPhone parts, repairing devices, and offering end-to-end customer solutions.

 • Communicated with Chinese suppliers to negotiate favorable pricing, manage logistics, and ensure high-quality inventory procurement.

 • Repaired and sold iPhones, other mobile phones, and laptops while sourcing and selling repair components.

 • Managed all financial, legal, and operational aspects of the business, including inventory optimization, customs processes, and customer service.

 • Increased profitability by implementing strategic planning, competitive pricing, and operation efficiencies, maintaining a high rate of customer satisfaction.

**Sales Manager**

**Vodafone Ukraine |** *10/2014 – 04/2017 (2 years, 6 months)*

 • Started as a Salesperson, excelling in meeting individual sales targets and offering tailored telecommunications solutions to customers.

 • Advanced to Sales Manager, leading a high-performing team of sales representatives, conducting regular training sessions to enhance product knowledge and sales techniques.

 • Managed and motivated the team to exceed company sales goals, achieving record-breaking monthly results.

 • Analyzed market trends and customer needs to implement effective sales strategies that increased customer acquisition and retention rates.

 • Enhanced the customer experience by offering personalized product recommendations, contributing to long-term client relationships and business growth.

**Skills**

 • **Web Development:** React.js, Next.js, React Native, Angular.js, Vue.js, Node.js, Express.js, Nest.js, Redux, Angular, Symfony, Laravel, WordPress, Bootstrap, HTML, Tailwind CSS, Prisma, Firebase, MongoDB, Unit testing, Scripting, Usability, Backend development, Ruby, JSON

 • **Programming Languages:** JavaScript, TypeScript, PHP, Python, SQL (MySQL, PostgreSQL), Bash/Shell, PowerShell

 • **Hosting & Infrastructure:** cPanel & WHM Proficiency, Docker, Kubernetes, Linux (CentOS, Debian, and Ubuntu), Nginx, Apache, Cloud Computing, Azure, VMware,

 • **Tools & Platforms:** Trello, Jira, Planka, Figma, Postman, Git, GitHub, Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Zendesk, Slak, Slack, GTM, SaaS, Windows, Mac OS, iOS, Cognos, Oracle, Essbase, Hyperion, HubSpot, OAuth

 • **Additional Skills:** Technical and software troubleshooting, redis, technical writing, analytical thinking, adaptability, fast typing, time management, technical support, fast learning, communication skills, customer care, project management, live chat, call center, CRM software, phone etiquette, inside sales, B2B, administrative experience, business development, hospitality, leadership, organizational skills, innovative thinking, problem-solving, critical thinking, agile, ethics, process improvement, IT management

**Links**

 **• LinkedIn**: linkedin.com/in/ruslan-tsykaliak

 **• Portfolio**: ruslantsykaliak.com

 **• GitHub**: github.com/RuslanTsykaliak

 **• LeetCode**: leetcode.com/u/RuslanTsykaliak

**Certifications**

**• cPanel & WHM Proficiency**

**• JavaScript Algorithms and Data Structures**

**Education**

**Lviv University of Trade and Economics**
*Bachelor's Degree in Finance and Credit | 09/2014 - 06/2018*

 • Participated in a hotel internship managing financial accounts, gaining practical knowledge in finance operations.

**Languages**

 • English: Fluent

 • Ukrainian: Fluent

 • Belarusian: Fluent

 • Russian: Fluent

 • German: Basic proficiency

 • Japanese: Basic proficiency