MAXIME DOUDNIKOFF

IT / SERVICE DESK SUPPORT

PROFILE

EDUCATION

SKILLS

EXPERIENCE

ADDRESS

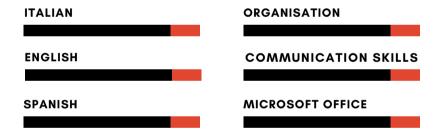2 Rue Jules Guesde
42300 Roanne
France

CONTACT

+33 6 68 06 83 71
maximedkfpro@gmail.com

UNIVERSITY OF LUMIÈRES, LYON, 2017

Laws, Bachelor's degree (stopped in 2nd year)

LYCÉE JEAN PUY, ROANNE, 2012

High School Diploma (acquired)

ITALIAN

ENGLISH

SPANISH

ORGANISATION

COMMUNICATION SKILLS

MICROSOFT OFFICE

MORGAN STANLEY | IT SUPPORT
JUNE 2022 - JANUARY 2024
BUDAPEST, HUNGARY

As a Service Desk agent inside a Banking company, offering technical issue to users using an internal network with specific tools.

Knowledge about the differents internal programs to assist in various tasks and issues, implying the protection of confidential data.

Knowledge about specific processes while onboarding new joiners, or assisting user who lost their credentials.

Knowledge about specific processes in terms of assisting users having issues with the Two-factor authentication while trying to access the internal system.

Worldwide help provided to people located all over the world, in English, with assistance offered via phone calls or chat support.

TATA CONSULTANCY SERVICES | IT SUPPORT
NOVEMBER 2021 – MARCH 2022
BUDAPEST, HUNGARY

As a Service Desk agent, offering technical assistance to users understanding and aknowledging the issue.
Knowledge about the different components of a computer, softwares and networks.
Installing new software, updating or troubleshooting malfunctioning softwares
Providing assistance and advice about the different tools they can use in a corporate environment, taking control of user's computer when needed.

WEBHELP | SUBJECT MATTER EXPERT
NOVEMBER 2019 – SEPTEMBER 2021
BARCELONA, SPAIN

Offering alternative solutions where appropriate with the objective of retaining customers' and clients' business.
Gathering complete information around the request to determine the issue by analyzing the symptoms.
Staying current with system information, changes and updates.

TELUS INTERNATIONAL | CUSTOMER SUPPORT AGENT
2018-2019 – *SOFIA, BULGARIA*

Maintaining client relationships through product support by phone, email and chat.
Effectively managing all incoming incidents in a customer service environment.
Gathering information from customers and troubleshoot technical issues.
Payments Service: Managing customers' accounts, fraud

HOBBIES

STAND-UP
MUSIC
CINEMA
GAMING
CLIMBING