Yuliya Martin

Technical Customer Support

Collaborative Technical Customer Support Specialist with 2 years of experience in web development and browser-based developer tools. Eager to deliver outstanding customer experience and to help people. Enthusiastic, respectful professional interested in customer-facing products and collaborating with cross-departmental teams.

✉ yuliya.martin.v@gmail.com   ☐ 407-724-3203   📍 San Juan, PR, USA   in linkedin.com/in/yuliya-martin-v

WORK EXPERIENCE

Advertising Operations Specialist Remote/Contract
Clickio

12/2017 - 03/2019   *London, UK; Remote/Contract*
Digital Advertising Platform for Publishers
Achievements/Tasks

- Technical customer support for publisher websites and ad scripts
- Increased publisher's revenue by using data from Google Analytics
- Collaborated with Product, Legal, Marketing and Customer Success teams to create a GDPR Compliance Consent Tool
- Active user of AdExchange, AdWords, AdSense
- Weekly reporting on user behavior, market opportunities, and conditions, marketing results and impact
- Worked on A/B testing experiments to compare user engagement on different types of advertising
- Webscraping and generating web pages for presentation of ad configurations of publishers's web sites
- Investigated malicious redirects by analyzing Javascript and suspicious code snippets

EDUCATION

Bachelors of Accounting/Auditing/Analysis
Siberian University of Consumer Cooperation

2006 - 2011   *Novosibirsk, Russia*

SKILLS

HTML   CSS   Google Ad Manager Reporting

Basic Javascript   Debugging   Problem-solving

Troubleshooting   Adaptability

Clear Communication   Unique Writing

CERTIFICATES

Responsive web design (2017)

Javascript Algorithms and Data Structures (2017)

Google Analytics Course (2019)

Social Media Marketing Course (2020)

Introduction to Scrum (2020)

LANGUAGES

English
Full Professional Proficiency

Russian
Native or Bilingual Proficiency

Spanish
Limited Working Proficiency

INTERESTS

Studying Languages   Photography   Yoga

Traveling   Sailing   Environmentalism