



Aleks Fylymonchuk

TECHNICAL PRODUCT SUPPORT SPECIALIST

PROFESSIONAL SUMMARY

I started my career as a customer support representative at an airline company, where I improved my written and verbal English skills. In 2017, I joined Wix.com as a Customer Support Agent and quickly transitioned to a specialist role for Wix Bookings. Since 2019, I have been a Pro Bundle Product Support Specialist, primarily assisting customers with integrating custom code solutions using Velo (a full stack development platform based on JavaScript within Wix) and Wix REST APIs. With over five years in this role, I have developed strong communication and presentation skills, with a proven ability to swiftly identify and resolve issues. I have also collaborated with various teams and provided support for other products within the bundle, such as CMS, Blocks & Studio editors, and more.

CONTACT INFORMATION

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📍 Valencia, Spain

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🔗 LinkedIn: [Aleks Fylymonchuk](https://www.linkedin.com/in/Aleks_Fylymonchuk)

📁 GitHub: [Sentvinsent](https://github.com/Sentvinsent)

SKILLS

- Strong analytical & problem-solving skills
- Excellent teamwork and collaboration
- Strong written and verbal communication
- Experience with SaaS platforms
- HTML5 / XML / CSS3 / SCSS
- JavaScript / ReactJS / Redux / REST APIs
- Version control with Git and GitHub
- Jira / Monday / Tableau / Grafana / Slack
- Competent with CMS platforms
- Customer oriented mindset

EDUCATION

Sumy state university of Ukraine

MASTER'S IN COMPUTER INTEGRATED TECHNOLOGIES AND SYSTEM ENGINEERING

Udemy (online)

VARIOUS FRONTEND COURSES (INCLUDING HTML, CSS, GIT, GITHUB, JS & REACT).

LANGUAGES

English - fluent / professional (C1)

Ukrainian - native

Spanish - intermediate (B1) & learning

Russian - fluent

WORK EXPERIENCE

FUNCTIONAL PRODUCT SUPPORT SPECIALIST

ODOO: 2024 - 2025

PRO BUNDLE PRODUCT SUPPORT SPECIALIST (ANALYSTS TEAM)

WIX.COM: 2019 - 2024

- Assisted customers implementing and debugging code solutions using Velo and Wix REST APIs.
- Assisted implementing and adjusting custom CSS code.
- Collaborated with the QA team to identify and solve complex issues and bugs.
- Created and updated the documentation for Velo / Wix developers.
- Created code examples to show the usage of Velo and Wix REST APIs.
- Created training materials for new team members and performed training and mentoring.
- Worked closely with product managers and developers to identify product experience issues and drive improvements.
- Worked closely with other products within the company (including CMS, Blocks and other Wix solutions).

WIX BOOKINGS PRODUCT SUPPORT SPECIALIST

WIX.COM: 2017 - 2019

CUSTOMER SUPPORT SPECIALIST

RUNWAY UKRAINE: 2016 - 2017

ADDITIONAL

- I have a work permit in Spain.
- I am also open to working remotely with companies outside Spain.
- I am actively learning Spanish (currently at A2 to B1 level); however, I prefer to communicate in English at this stage.