

Mark Antonenko

Technical Support & QA Specialist | AI Automation

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SUMMARY

3.5 years in a SaaS product as developer, QA engineer and project manager, plus hands-on customer operations: I built a system that runs the business of 20+ rental apartments and kept the client communication rating steadily at 4.9. I troubleshoot, reproduce and document issues clearly, talk to customers in writing with care, and automate routine work with AI. Open to customer support, technical support, QA and project coordination roles.

EXPERIENCE

Operations Manager · Short-term rental company, Vienna (remote) Jul 2026 - Present

- Built a system that runs the business of 20+ apartments and kept the client communication rating steadily at 4.9.
- Handled guest requests, conflicts and urgent repairs; coordinated cleaning staff and maintenance through Telegram bots and schedules built from live bookings.
- AI answers standard guest questions within 1 to 5 minutes and passes the rest to me with a ready reply; each apartment has its own fact base.

Logistics SaaS company · trucking dispatch CRM, driver mobile app (remote) Jan 2023 - Jun 2026

QA Engineer Sep 2024 - Dec 2025

- Main focus: testing the iOS driver app and the web CRM, a large multi-module system: functional, regression and release testing.
- Wrote test cases and bug reports with AI assistance; checked APIs and data with Insomnia and Postman.
- Triaged incoming user requests and bugs in Jira and GitLab, verified fixes before releases.

Project Manager Jan 2026 - Jun 2026

- Link between the client and a 7-person team: turned requests into tasks and tracked delivery.
- Collected client feedback on each version (issues, improvements) and fed it back into the backlog.
- Coordinated weekly or bi-weekly releases; tasks in GitLab, Jira and Notion.

Full-stack Developer Jan 2023 - Aug 2024

- Built CRM features in Angular (NgRx) and REST APIs in Node.js; integrations with Stripe, Google Maps, Firebase and Sentry.

Freelance QA & Front-end Developer · US fuel tax reporting for trucking Feb 2024 - Aug 2024

- Wrote unit tests and built front-end features: data tables and a small marketing website.

SKILLS

Support	Chat and email support, issue resolution, escalation, ticket triage, knowledge base
QA	Functional, regression and release testing of web and iOS apps, test cases, bug reports
Management	Requirements, task breakdown, release coordination, client communication
Tools & tech	Jira, GitLab, Notion, Postman, Hostaway; TypeScript, Angular, Node.js, MongoDB, SQL (basic)
AI	Claude API, Claude Code, LLM workflows, Telegram bots, process automation

TRAINING

Full Stack Web Development course (2021 - 2022)
GoIT

LANGUAGES

Ukrainian: native · Russian: native
English: B2