

Nemo Svetlichenko

Technical Support and Digital Security

Valencia, Spain | **Telegram:** @nemosaveus | **E-mail:** thenemosaveus@gmail.com
LinkedIn: linkedin.com/in/nemosaveusall | **Portfolio:** nemosaveus.com

About Me: I assist clients in resolving technical issues and offer guidance on the company's products. I perform accurate diagnostics, solve problems independently, find creative solutions, and am skilled at multitasking and communicating effectively with key clients, engineers, and developers in two languages (Russian and English). I stay focused even under high stress or a flood of requests. I learn quickly and enjoy the process. I continue to develop my skills in programming, system administration, and digital security.

Tools: Russian (native), English (B2), SQL, Python, API, Postman, Jira, Omnidesk, Crisp, ISP, Mattermost, AirTable (CRM), Unix system administration, digital security, OSINT investigations.

Skills: I understand how cloud technologies, networks, and operating systems work; I write documentation; I handle a large volume of requests with varying SLAs; I set clear tasks for senior engineers; I enjoy repetitive tasks and spreadsheets; I can navigate large amounts of information.

Work Experience

Cheers Queers (part-time) | **October 2023 — March 2026** | *Non-profit, women's community*
Technical Director

- Implemented security protocols for a private community of 500+ members
- Built and maintain the project team's infrastructure from scratch
- Create databases, consult with members and other projects upon request
- Verify using OSINT
- Created a digital security course, conduct audits (individual, team)

EdgeCenter (full-time) | **August 2023 — October 2025** | *Cloud and edge solutions provider*
Technical Support Specialist

- Consistently ranked among the top three support specialists
 - Advise clients on company products: Hosting, Cloud, DDoS Infrastructure Protection
 - Diagnose and resolve issues (hardware, software, network)
 - Prioritize requests and handle a high volume of clients (150+ tickets per shift)
-

Education and Courses

- Comprehensive Security: From Risk Analysis to Solution Development – Social Technologies Incubator
- Digital Security – Social Technologies Incubator
- Bachelor of Arts in Classical Philology, Tyumen State University, 2020