

Ivan Kotsii

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Summary

Highly skilled professional with a Master's degree in Computer Science, over three years of experience in the Trucking industry, 2 years of QA manual testing experience, and one year of dispatching experience in the Medical Transportation field.

Experienced in finding solutions to a variety of stressful and urgent situations. Highly organized, self-motivated, and proficient with computers. Able to work effectively in a fast-paced, ever-changing environment. Knowledgeable in Agile (Scrum) and Waterfall methodologies.

Experience

U.S. Ambulette | NY, Brooklyn

Dispatcher/Customer Service | 09/2023

- Managed trips for Access-A-Ride paratransit using virtual machines and Adapt software to maintain route schedules.
- Assigned drivers and tracked vehicle locations using dispatch software Etrans Dispatch, Adapt, and Samsara GPS, providing accurate ETAs to clients and healthcare facilities.
- Handled a high volume of incoming calls, prioritizing and dispatching trips to meet both urgent and routine patient needs.
- Communicated effectively with drivers, patients, and medical staff to manage scheduling changes, emergencies, and special requests using IP phones and personal radio.
- Trained new drivers on company protocols, driver's tools, and customer service best practices to ensure consistency and efficiency.
- Implemented safety protocols and coordinated with drivers to ensure adherence to health and safety regulations, enhancing patient safety.
- Resolved conflicts and addressed complaints from patients and drivers, maintaining high levels of service satisfaction.
- Collaborated with maintenance teams to ensure ambulances were regularly serviced and operational, minimizing downtime and ensuring reliability.
- Liaised with insurance companies and managed trips through their online portals to ensure proper scheduling and reimbursement.
- Ensured weekly collection and accurate completion of mileage logs for DOT inspections.
- Uploaded future jobs from MTA into the company system utilizing the built-in API.

SMILE Transportation | NY, Brooklyn

Dispatch Assistant | 03/2023 - 09/2023

- Monitored real-time traffic and weather conditions to optimize routing and minimize delays.
- Communicated effectively with drivers, patients, and healthcare facilities to address scheduling changes, emergencies, and special requests.
- Utilized dispatch software and GPS systems to track vehicle locations and provide accurate ETAs to clients and medical staff.
- Maintained detailed records of trips, mileage, and service times for compliance and reporting purposes.
- Managed a high volume of calls, prioritizing tasks and dispatching vehicles to meet urgent and routine transportation needs.
- Resolved conflicts and addressed complaints from patients and drivers to maintain high service satisfaction levels.
- Provided compassionate and patient-centered service, ensuring a positive experience for all patients requiring transportation to medical appointments.

UTest | NY, Brooklyn

QA Manual Tester | 02/2023

- Conducted manual testing for various web and mobile applications, identifying and documenting software defects and usability issues.
- Executed test cases and scenarios based on detailed test plans, ensuring comprehensive coverage of functional and non-functional requirements.
- Collaborated with development teams to provide clear and concise bug reports, facilitating efficient issue resolution.
- Participated in exploratory testing to uncover hidden defects and improve overall product quality.
- Adapted quickly to new testing environments and requirements, demonstrating flexibility and a commitment to continuous learning.
- Achieved high ratings and positive feedback from project managers and clients for accuracy, reliability, and attention to detail.
- Managed multiple testing projects simultaneously, prioritizing tasks effectively to meet tight deadlines.
- Enhanced testing skills through participation in uTest Academy and other professional development opportunities.

Test Pro | NY, Brooklyn

QA Engineer Intern | 08/2022 - 02/2023

- Assessed software bugs and compiled findings along with suggested resolutions for development team members.
- Authored and maintained well-organized, efficient, and successful manual test cases for the entire team.
- Took part in creating test documentation from scratch (test plan, test suites, test cases, test coverage matrices).
- Developed SQL queries/procedures for database and backend testing.
- Performed functional testing of web application elements based on specific test data.
- Performed comprehensive regression testing of new builds providing feedback to the QA manager/developers team.
- Verified fixed bugs and provided feedback/statistics on weekly Scrum meetings.
- Communicated with remote team using Slack messenger and Microsoft Teams.
- Reported bugs to Jira with further tracking.
- Performed testing of web applications capturing Browser Logs with time stamps & Log Navigation.
- Performed Web Debugging Proxy testing using Charles Proxy.

EXPRESS LOGISTICS PROFESSIONALS INC | IL, Chicago

After Hours Dispatcher | 06/2019 - 08/2022

- Coordinated and managed the daily schedules of over 80 drivers, ensuring timely deliveries and pickups.
- Responsible for cooperation, coordination, and communication between dispatcher-to-driver, dispatcher-to-broker, and broker-to-driver in work settings.
- Developed electronic databases and forms for record-keeping using Excel and specifically built company system.
- Booked and scheduled loads with shippers and brokers, negotiating rates and ensuring profitable margins for the company using multiple load boards.
- Maintained compliance with all relevant regulations during the booking and dispatch process, including HOS (Hours of Service) and safety standards.

Skills

Customer service, Excel, Computer Literacy, Compliance Management, Documentation review, Problem Management, Communication skills

Education

WUNU | Ternopil

Computer Science | 11/2021

Languages

English, Ukrainian, Russian