

## Contact

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(LinkedIn)

## Top Skills

Soft Skills

OS X

Servers

## Languages

Slovak (Native or Bilingual)

English (Professional Working)

Czech (Full Professional)

Spanish (Elementary)

## Certifications

Electronics Foundations:  
Fundamentals

Google IT Support

# Lubomir Seman

Technical Support & Maintenance Specialist | Bridging Technician  
Expertise with Customer Service Excellence | Multilingual (Czech,  
Slovak, English,(Spanish/Intermediate)

Presov, Slovakia

## Summary

With 4+ years of experience in customer support, logistics, and high-tech industries, I have contributed to impactful projects at Northvolt, Google, Bolt, and Facebook. My expertise includes technical troubleshooting, workflow optimization, and incident resolution, ensuring seamless operations in fast-paced environments.

Passionate about IT infrastructure and data center operations, I have hands-on experience with hardware troubleshooting, inventory management, and process improvement. I am proficient in CRM systems, IT support tools, and workflow automation and am currently expanding my expertise in server maintenance, networking, and data center logistics.

As a multilingual communicator (Slovak, Czech, English), I thrive in global teams and am skilled in collaborating with IT and operations departments. I am actively seeking Data Center Technician or Operations roles where I can contribute my problem-solving mindset, hands-on technical skills, and commitment to operational excellence.

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## Experience

### Northvolt

Cleaning and Maintenance Technician, Adecco Sweden

June 2024 - November 2024 (6 months)

Skellefteå, Västerbotten County, Sweden

Maintained clean production environments by managing dust collection and waste removal, ensuring compliance with safety standards.

Conducted regular unclogging of pipes and maintenance of dust collectors, reducing operational downtime by 15%.

Inspected and repaired compression chambers and flapper valves, optimizing

equipment performance and pressure control.

Applied 5S methodology to maintain organized and efficient workspaces, improving productivity.

Completed confined spaces training, ensuring safe operations in restricted and hazardous environments.

Implemented LOTO (Lockout/Tagout) procedures during maintenance tasks, safeguarding against equipment hazards.

Role concluded due to company's financial restructuring, affecting consultant contracts

### Teleperformance

Trust and Safety Specialist & Technical Support Specialist (Google Play, Bolt, Facebook Projects)

March 2022 - April 2024 (2 years 2 months)

Athens, Attiki, Greece

#### Google Play Project:

Resolved common user issues, including canceling subscriptions, processing refunds, and resetting apps, ensuring prompt and effective solutions.

Managed approximately 10 user interactions daily through Zendesk, adhering to Google Play's policies and maintaining accurate ticket documentation.

#### Bolt Trust and Safety Project:

Investigated an average of 30 critical safety incidents weekly, enhancing rider-driver trust and improving platform reliability.

Utilized analytical tools and reporting workflows to address escalated incidents, reducing response time and ensuring adherence to safety standards.

Refined internal processes in collaboration with stakeholders, contributing to a more efficient incident resolution workflow.

#### Facebook Political Account Verification:

Verified political and advocacy accounts to ensure authenticity during Slovak elections, maintaining 100% compliance with Facebook's security standards. Overcame challenges in gathering the necessary documentation to differentiate

real accounts from imposters, ensuring platform integrity.

Streamlined account authentication processes using Facebook's verification tools, preventing misuse of political content during sensitive periods.

## TTEC

### Partner Support

November 2021 - February 2022 (4 months)

Athens, Attiki, Greece

Helped partners set up and optimize their Booking.com accounts to achieve desired results and improve bookings.

Guided partners through account creation and troubleshooting processes, resolving technical issues effectively.

Supported the resolution of inquiries related to partner accounts, ensuring a smooth onboarding experience.

Role was project-based, concluded upon successful completion of Booking.com's seasonal support needs.

## SumUp

### Technical Support Representative

October 2020 - October 2021 (1 year 1 month)

Berlin, Berlin, Germany

Assisted 200+ merchants in setting up payment gateways, troubleshooting issues with bloc and card readers, and arranging device replacements.

Cooperated closely with the Onboarding Department, calling merchants to request and verify necessary documentation such as proof of residence and IDs.

Provided multilingual support in Slovak, Czech, and English via email, chat, and phone.

Upsold and cross-sold additional services, improving client retention by 15%.

## PMP RECRUITMENT LIMITED

### Warehouse Operator

January 2018 - September 2020 (2 years 9 months)

London Area, United Kingdom

Operated forklifts and managed inventory, achieving 95% order accuracy.

Conducted stock counts and ensured efficient warehouse operations.

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## Education

Trailhead by Salesforce

Customer relationship management · (October 2020)

SSOS Elba Prešov

Graphic Communications