

Denis Bykovskii

Content Operations & Automation Specialist

Content Operations Specialist with experience in building scalable content systems, automating workflows, and managing cross-functional processes in EdTech environments.

CONTACT

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PROFESSIONAL EXPERIENCE

Content Manager | June 2024 – Present

TripleTen

- Built and launched structured EdTech courses, improving content delivery and student experience
- Successfully deployed two online courses for the LATAM market from scratch
- Identified and resolved content issues (bugs, typos, formatting errors) using Figma, Photoshop, Notion, and Jira
- Incorporated student feedback to improve content quality and usability
- Structured and prepared educational content for localization and publishing pipelines (SmartCat)

Technical Operations Manager | March 2024 – March 2026

Literary Russian

- Built and launched a WordPress website integrated with CRM and Telegram bot
- Automated customer onboarding and payment flows, reducing manual workload
- Automated operations: payments, attendance tracking, Zoom scheduling, notifications
- Delivered new product features based on operational needs and user feedback
- Handled client communication and improved conversion through structured responses

Content Specialist | January 2023 – June 2024

TrashExpert

- Editing and proofreading to ensure grammar, spelling, and punctuation accuracy
- Keyword researching and implementing SEO best practices in CMS WordPress
- Identifying and reporting stability issues, including design flaws

EDUCATION

Komsomolsk State Technical University 2012–2016

Bachelor's Linguistics

Komsomolsk College of Informational Technologies and Service 2009–2012

Hospitality Management and Relations

SKILLS

WordPress, Notion, Figma, Photoshop, Jira, SmartCat, Telegram Bots, AI prompt-based workflows

Problem Solving in Operational Workflows. Process Optimization & Efficiency Improvement. Adaptability in Fast-Changing Environments. Clear Communication with Cross-Functional Teams

PROJECTS

Online Education Platform

SEO-optimized WordPress site, CRM, Billing system

Online Visa Calculator

Built a web-based tool with ~2.3K monthly users

E-Commerce Store

Full setup of product pages, SEO, checkout flow, and payment system