

## Contact

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## Top Skills

Web Development

Python (Programming Language)

Data Management

## Languages

English (Native or Bilingual)

Persian (Native or Bilingual)

Slovak (Elementary)

Spanish (Limited Working)

Danish (Elementary)

French (Native or Bilingual)

German (Limited Working)

# Aryabod Nikpour

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Bratislava, Slovakia

## Summary

Passionate about video games and IT since childhood, I am pursuing computer science studies.

With a strong background in programming through personal projects, school assignments and work related activities, I have developed expertise in Python, HTML, JavaScript, and CSS.

During my last year of Highschool, alongside my studies, I had the privilege of interning at Dell Inc., where I honed my professional skills and gained hands-on experience in the industry. I was a part of the EMEA Premier Helpdesk department where I was assigned tasks involving Data Management and Analysis, Bug Testing and Reporting as well as some Web Development for the team.

After graduating high school, I further explored the professional work environment at Lenovo as a Customer Care Executive. In this role, I managed high-priority customer escalations, identified and resolved issues, collaborated with technical teams, and maintained clear communication with customers.

During my years in Highschool, as a semi-professional player in CS:GO, I dedicated over 8000 hours to the game, competing in international tournaments and earning multiple championship titles.

Alongside gaming, I excel in chess, ranking in the top 10% on lichess.com and in the top 1% on chess.com, as well as having participated in many national and international tournaments.

My international upbringing in Iran, Austria, and Slovakia has equipped me with adaptability and language learning abilities.

Fluent in Persian, French, English, and German, I am also currently learning Spanish, Danish, and Slovak.

With a diverse range of skills, experience, and a strong passion for the IT industry, I am actively seeking new opportunities to contribute and make an impact.

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## Experience

### Lenovo

#### Customer Care Executive

November 2023 - June 2024 (8 months)

Bratislava, Slovakia

- Successfully managed and resolved high-priority customer escalations, ensuring prompt and effective solutions to enhance customer satisfaction.
- Utilized strong problem-solving skills to identify the root causes of customer issues, implementing effective strategies for resolution.
- Worked closely with technical support, product development, and sales teams to address and resolve complex customer concerns.
- Maintained clear and empathetic communication with customers, effectively managing expectations and providing timely updates on resolution progress.

### Dell Technologies

#### Student Intern - EMEA Premier Helpdesk

May 2022 - June 2023 (1 year 2 months)

Bratislava, Slovakia

- Conducted basic bug testing to identify and report issues.
- Assisted in developing internal web applications for team use.
- Helped organize and manage data for easy access and use.
- Performed simple data analysis to support team projects.

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## Education

### IU International University of Applied Sciences

Bachelor of Sciences - Computer Science , Information  
Technology · (September 2023)

EFIB | École Française Internationale de Bratislava  
French baccalaureate · (September 2017 - June 2023)

Lycée français de Vienne LFV  
· (January 2015 - July 2017)

Mesbah Educational & Cultural Complex  
· (September 2011 - December 2014)