

Dmitriy Sharshiner

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Portfolio: <https://buildwithme-dmitriy.now.sh>

Experience

	Current
DMI Web Design - Personal Freelance	
NetflixCS - Customer Service Representative - SLC, UT	November 2016-Current
Finicity - Financial Consultant -Murray, UT	November 2015-November 2016
Edsoup - College Advisor - Sandy	June 2014-October 2015
Musician's Friends – Sales/Technical Support- Draper, UT	July 2008-March 2014

Key Skills

Javascript / ES6	NodeJS	Attention to detail
ReactJS	Webpack	Multitasking
React Native	GraphQL	Marketing
Redux	MacOS/Linux/Windows	Quality focused

Technical Skills

- Proficient with JavaScript and various libraries including Node, React, Mongo, and Express
- Experience with Mac, Linux and Windows Operating Systems
- Experience with GraphQL and MongoDB
- Robust portfolio of projects that demonstrate the array of skills listed
- Experience researching complex problems and reporting to engineering teams
- Demonstrable analytical and diagnostic skills
- Established patterns to reoccurring issues and provides input to development teams.

Customer Service / Work Experience

- Responsible for providing a consistent, amazing customer experience over the phone
- Peer leader and provides assistance to team when needed to ensure customers have a satisfying experience
- Demonstrates the ability to identify pain points within the team and influences change by sharing best practices
- Able to self identify when there is an area of opportunity and willing to accept all feedback to make improvements
- Assists supervisor with reviewing new hire calls and identifying most impactful behaviors
- Selected to lead a mentor program for new hires
- Participated in Coaching and Development classes to learn how to deliver a proper coaching
- Maintain composure and patience in the face of difficult customer situations
- Able to appropriately escalate when necessary while maintaining positive rapport with customers

Education

High School Diploma - Jordan High School	2007
Udacity ReactJS - nano degree - Online	2018
Salt Lake Community College- Associate of Applied Science	Current