

SHOKHJAKHON KOBILOV

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📍 MIRZO ULUGBEK DISTRICT, ST. TEMUR MALIK, TASHKENT, UZBEKISTAN

Date of Birth: 8th November 1998



WORK EXPERIENCE

Title/Position

Project Coordinator

May 2020 – January 2021

SKILLRILL IT BOOTCAMP, NY, U.S.

(347) 947 7788

team@wundercoders.com

- Collaborated with project managers to develop project plans and timelines.
- Monitored project progress and tracked task completion.
- Facilitated communication between project stakeholders, team members, and other departments within the company.
- Maintained project documentation such as project plans, status reports, meeting minutes, and other relevant documents.
- Assisted with resource allocation and budget management.
- Monitored project deliverables to ensure they met quality standards and project requirements.

Customer Service Representative

February 2021 – January 2022

SKILLRILL IT BOOTCAMP, NY, U.S.

(347) 947 7788

team@wundercoders.com

- Responded to customer inquiries via phone, email, or chat, providing effective and efficient resolutions to their problems.
- Demonstrated product knowledge and understanding of customer needs to provide personalized recommendations and solutions.
- Assisted customers in placing orders, tracking shipments, and resolving billing issues.
- Maintained a positive and professional demeanor, ensuring customer satisfaction at all times.
- Escalated complex issues to senior management, providing detailed and accurate information to facilitate problem resolution.

- Maintained accurate records of customer interactions, tracking issues and resolutions to inform future customer service strategies.

Business Analyst and Project Assistant

June 2022 – September 2022

WEBASE ERP Development Company, Tashkent, Uzbekistan

<https://webase.uz/>

- Collaborated with stakeholders to identify business needs and develop business requirements.
- Conducted analysis of business processes and systems to identify opportunities for improvement.
- Developed and maintained project documentation such as business requirements, functional specifications, and user stories.
- Worked closely with developers and testers to ensure that software solutions met business requirements.
- Facilitated communication between business stakeholders and technical teams to ensure effective project delivery.
- Developed and executed test plans to ensure that software solutions were fully functional and met business requirements.

Admissions Department Specialist

October 2022 – Present

Amity University Tashkent

<https://amity.uz/>

- Provided comprehensive information about the university's programs, admissions requirements, and financial aid options to prospective students and their families.
- Evaluated and processed applications from prospective students, including reviewing academic records, essays, and recommendations, to determine their eligibility for admission.
- Advised prospective students on academic requirements, application deadlines, and financial aid options.
- Developed and implemented admissions policies and procedures to ensure fairness and consistency in the admissions process.
- Collaborated with other departments, such as the financial aid office and academic departments, to ensure a smooth admissions process for students.
- Assisted with the enrollment process, including scheduling classes and registering students for courses.
- Stayed up-to-date with trends and changes in the education industry to ensure that the university remained competitive and attractive to prospective students.

EDUCATION

(2009-2014) 4TH STATE SPECIALIZED BOARDING SCHOOL IN TERMEZ CITY

Exact Sciences

(2014-2017) 2ND ACADEMIC LYCEUM UNDER TASHKENT FINANCIAL INSTITUTE

Exact Sciences

HIGHER EDUCATION

(2018-2022) WESTMINSTER INTERNATIONAL UNIVERSITY IN TASHKENT

Bachelor of Science (BSc) in Business Information Systems

SOFT SKILLS

- Communication: Strong verbal and written communication skills.
- Teamwork: Collaborating with team members, and sharing ideas.
- Adaptability: Flexibility and the ability to adapt to changing situations & challenges.
- Time management: Effectively managing time.
- Leadership: Motivating and inspiring others.
- Problem-solving: Identifying problems, analyzing information, and finding practical solutions.
- Creativity: Thinking outside the box & generating new ideas.
- Interpersonal skills: Building relationships with colleagues, clients, & customers.
- Organizational skills: Keeping track of multiple tasks, projects, and deadlines, and maintaining accurate records and documentation.

TECHNICAL KNOWLEDGE

MS Office	G-Suite	Collaboration Tools	Computer Skills
• Access	• Calendar	• Asana	• System Administration
• Excel	• Docs	• Dapulse	• Network Configuration
• OneNote	• Forms	• Flowdock	• Software Installation
• Outlook	• Gmail	• Google Docs	• Tech Support
• PowerPoint	• Google Drive	• GoToMeeting	• Updates
• Word	• Hangouts	• ProofHub	• WAN/LAN
• Microsoft Project	• Sheets	• Quip	• Windows
	• Sites	• Trello	• Linux/Unix
	• Slides		• Figma
			• Miro
			• Diagrams.net

HOBBIES

- Creative writing
- Listening to podcasts
- Reading news
- Computer programming
- Video game developing

STUDY PROGRAM

2018-2019

The Certificate of International Foundation Studies by Westminster International University in Tashkent

2021

Uzbekistan Youth Entrepreneurship Support Center (Successfully Completed the Program of Developing Digital Enterprises and Startups)

2022

Sustainable Business Challenge and Poster Presentation (online workshop) by University of Westminster, London

2022

CS50's Introduction to Game Development (online programming course) by University of Harvard

PERSONAL PROJECTS

2021-2022

Chief Financial Officer at Friends Company (The Game Development company)

ACHIEVEMENTS

2018

International English Language Testing System (IELTS) – Overall band score, 7.5

2019

SEEDSTARS Summit (Enhancing Competitiveness in Central Asia)

LANGUAGES

English ★★★★★

Uzbek ★★★★★

Russian ★★☆☆☆

Japanese ★★☆☆☆