



# Nooshi Masoudi

## Front-end Developer

I am a hardworking individual with a passion for learning and development, and am excited to contribute my skills and enthusiasm to a dynamic team. In addition, my enthusiasm for everything in the IT orbit makes me a valuable asset to any team.

I am looking for a company willing to offer me a placement among developers. In return, I would offer my fully commitment, and be a pleasant and friendly addition to your team.

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### Work Experience

<div>Aug 2021 – present</div> <div>Frontend Developer (Bold Projects)</div> <div>Hyperisland</div>	<div>“online Shopping with React ”</div> <ul style="list-style-type: none"><li>• Built an e-commerce shop. The main focus was pair / mob programming,</li><li>• Development and testing “online Shopping” to display all the products.</li><li>• Agile project working in a team with close collaboration with client.</li><li>• The biggest challenge was facilitating the selling process and displaying products in a modern way.</li><li>• Responsible for client requirement analysis in programming in React and testing code in Unit Test.</li></ul> <div>“Todo list with React”</div> <ul style="list-style-type: none"><li>• Worked alone with SDLC models and implemented basic functions such as add, delete and edit.</li><li>• Development in React, JavaScript.</li><li>• I learned about basic react in this project</li></ul> <div>“Create Shooting Game”</div> <ul style="list-style-type: none"><li>• Build a shooting game with phaser.</li><li>• TDD and Scrum sprints. Being Scrum master and try to use Agile.</li></ul> <div>“Prototyping DocLounge website with Figma”</div> <ul style="list-style-type: none"><li>• This project was SDLC Agile, worked in a team of 5 with close collaboration with client.</li><li>• Responsible for analysis requirement with Google Analytics.</li><li>• Our great job led us to get a paid project from them.</li></ul>
<div>Feb 2022 – May 2022</div> <div>UI/ UX Designer</div> <div>Doc Lounge</div>	<ul style="list-style-type: none"><li>• Research, redesigned, and prototyped a more approachable and valuable experience for users.</li></ul> <div>Key Achievements:</div> <ul style="list-style-type: none"><li>• Increased user satisfaction and perceived findability of information with redesigned DocLounge website.</li><li>• Increased page views by 35%.</li></ul>
<div>April 2019 – May 2021</div> <div>ITIL Implementation Expert</div> <div>Parand Tech Group</div>	<ul style="list-style-type: none"><li>• Evaluated, defined, developed and deployed new service support processes and improved existing processes. Also I provided a second line of support for implementation issues, questions, reviews and analyze existing processes for effectiveness and efficiency and develop improvement strategies based on Agile.</li></ul> <div>Key Achievements:</div> <ul style="list-style-type: none"><li>• Resolved client tickets meticulously and rapidly that exceeded corporate target for customer satisfaction for one year in a row.</li></ul>

April 2017 – April 2019

Technical Support Supervisor

Shooka

- Led development and implementation of company's in-house support department. Developed highly effective incident tracking methodology, call flow processes, and performance tracking standards for the department.

Key Achievements:

- Solved 99% of the tickets without needing to escalate to software engineers.
- Provided weekly training to all technical supports that increased knowledge, closeness and team work skill.

April 2016 – April 2017

IT Technical Support

Alvand Tavan Energy

- Coordinated with Level 1 technical support specialists to take over calls outside their level of support.

Key Achievements:

- Solved 60% of Level 1 tech support tickets without needing to escalate to Level 2 tech support engineers.

Education

2021 – present

Frontend Development Program Vocational College (Yrkeshögskolan)

Hyper Island, Stockholm

2007 – 2013

Bachelor's degree in Hardware Computer

Qazvin Islamic Azad University, Iran

Hard Skills

- Proficient in HTML, CSS, JS, JSS
- React
- Agile
- Git Version Control
- User Testing/ Debugging
- Network+ /MCSE / CCNA
- Mango DB
- .Net
- Qlik

Soft Skills

- Team building
- Active Listening
- Problem Solving
- Detail-Oriented
- Problem-solving skills
- Communication skills
- Self-awareness
- Accountability
- Emotional intelligence

LANGUAGES

- Persian (Native)
- English (Fluent)
- Swedish (Beginner)

INTERESTS

- Playing Volleyball
- Cooking
- Playing Computer Games