GUVANCH JUMAYEV

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Summary

Tech enthusiast with ability to learn and collaborate in rapidly changing environments and compositions. Worked through dozens of hours of bootcamp course structures and multiple personal projects to obtain proficiency in JavaScript, ReactJS and Redux.
All-around technology with huge limitless desire to learn and improve skills in Web development. Eager to tackle web development/design challenges to achieve lasting impacts on user experience.

Work Experience

Senior Technical Support Engineer   **Apr 2020 to current time**
Wicresoft– Shanghai, China

- Scope a customer issue by collecting the relevant facts and investigate the problem by doing own research and by involving other teams as needed.
- Consult and collaborate with your immediate peers or colleagues around the world and with management and engineering to resolve service issues.
- Act internally as a customer advocate.
- Empower customers to find information, self-solve when they decide to, and learn more about Microsoft products, services and support.
- Advise customers on how to gain additional value from their Microsoft products.
- Document your technical work and research to help your colleagues, improve the product, and improve the support experience.
- Maintain a proactive approach to customer happiness, identifying customer satisfaction concerns and managing customer expectations.

Education consultant   **Jun 2019 to Feb 2020**
Field education – Putian, China
- Teaching Computer basics, Math in English

PhD student in Central South University   **Sep 2018 to Jun 2019**
- Finished the first year of studies and dropped off the studies at my own will.

Technology Specialist   **Aug 2016 to Aug 2018**

TM CELL – Ashgabat, Turkmenistan
-Determining the technology needs of each function;
- Creating an acquisition/purchasing plan and contacting 3rd party provider;
- Technology equipment allocation planning;
- Creating DOT plans;
- Monitoring condition of all Technology devices and professional equipment at all venues;
- Dealing with all technology related issues;
- Technical support to organization's employees
- Documenting incidents

- Train staff on information systems

Wed Development Experience

Personal Portfolio   HTML, CSS, JavaScript
https://guga89.github.io/Portfolio/?#portfolio

WeCamp – Landing page   HTML, CSS, JavaScript
https://guga89.github.io/we_camp/

Online store – template   HTML, CSS, JS, ReactJS, NextJS, Redux
https://github.com/Guga89/online-store-next-app

Education and Training

Master's in Computer Science and Technology   2013 - 2016
Central South University – Changsha, China

Chinese Language Course   2012 - 2013
Central South University – Changsha, China

Bachelor of Science, Information technology   2007 - 2012
State Institute of Transport and Communication – Ashgabat, Turkmenistan

Certifications

Cisco Certified Network Associate (CCNA)
Azure Fundamentals AZ-900

Skills

- Office 365 and Exchange Online
- CISCO Certified Network Associate (CCNA)
- Proficiency in TCP/IP protocols
- HTML, CSS, JavaScript
- ReactJS, Redux

Languages

- Turkmen (Native)
- Russian (Native)
- English IELTS 7.0 (Fluent)
- Chinese HSK-4