

# MARYAM VAFAEZADEH

Software Engineer | UX/UI Designer

In my over 6 years of experience as a support engineer and developer of B2B and B2C services in the telecommunications industry, I have gained extensive knowledge about the software life cycle. I am passionate about solving customer's problems and creating a seamless user experience.

## EXPERIENCES

### ***PROFESSIONAL DEVELOPMENT***

Jan 2021- Present | Coursera, LinkedIn, Speaking in English and Deutsch, Relocation to Germany, Freelancing

### ***SOFTWARE DEVELOPER***

Oct 2018 - Nov 2020 | Shatel

A member of CAB team (Change Advisory Board), I was responsible for:

- Analyzing and prioritizing requests.
- Developing new features for B2B and B2C service of the company in an Agile methodology.
- Mitigating manuals and monitoring tasks by automatization.

### ***SENIOR SOFTWARE SUPPORT ENGINEER***

Nov 2014 - Oct 2018 | Shatel

At the large Internet provider service company, I was responsible for:

- Collaborating with customers through tickets to solve their issues with CRM system.
- Participating in meetings with project stakeholders and users to analyze project requirements.
- Querying database to generate complex reports.

- Finding root of a reported issue in source code and workflow then debugging.
- Collaborating with the development team to add new software features because of firm understanding of the business concepts.
- Thinking with other Operation team members to smooth the workflow of the system by analyzing the frequency of tickets and calls.

## EDUCATION

### ***BACHELOR OF COMPUTER SCIENCE***

2010 - 2014, Azad University

## SKILLS

- Analytical Thinking, Problem Solving, User Centered Design, Teamwork, Empathizing, Wireframing.
- HTML, CSS.
- Figma, Adobe XD.
- Visual Studio code, GIT, Microsoft SQL server.
- Agile Methodologies, CRM, Ticketing System.




## CERTIFICATIONS

### ***GOOGLE UX DESIGN***

<https://www.coursera.org/account/accomplishments/specialization/certificate/59PQTRUWR4GR>

### ***INTERACTION DESIGN FOUNDATION***

- **Mobile UI Design**  
<https://www.interaction-design.org/members/maryam-6/certificate/course/595c9fe6-389f-456a-bd64-04e7aad92e9e>
- **User Experience: The Beginner's Guide**  
<https://www.interaction-design.org/members/maryam-6/certificate/course/8bec0dd7-7d66-4c0d-8b93-c3bf8cfb5c62>

 [mrymvfzd.github.io/Portfolio](https://mrymvfzd.github.io/Portfolio)  
 [maryamvafaezadeh@outlook.com](mailto:maryamvafaezadeh@outlook.com)  
 Berlin, Germany

- **Design for a Better World with Don Norman**

[https://www.interaction-design.org/members/maryam 6/certificate/course/50a23392-d8d9-441e-8a6f-7ec1cb672f](https://www.interaction-design.org/members/maryam%206/certificate/course/50a23392-d8d9-441e-8a6f-7ec1cb672f)

## ***UX/UI DESIGN***

<https://www.coursera.org/account/accomplishments/specialization/certificate/XPJ94N8J49BW>

## ***Data Analyst***

<https://www.linkedin.com/learning/certificates/4d8b410c5edfab22f5b56bc40c2de6a81aa9b8721ea91948b96db27d62bc38f>