Tabassom Roohafza | Frontend Developer

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Professional Profile

Software Engineer and Front-End Developer Student with more than 5 years experience in two of the biggest companies in Iran. Worked in the highly challenging work spaces. Currently, focus on front-end development, CSS and JS Frameworks.

According to the experience, can be useful at contributing to a highly collaborative work environment, finding solutions, and determining customer satisfaction.

Core Skills

- HTML & CSS
- SASS
- React.js
- GitHub
- Helping Clients
- Bootstrap & JQuery
- JavaScript
- Node.js
- Customer Service

Education

- **Diploma, Frontend Developer** | HyperIsland | Aug 2021 - Mar 2023
- **Master's degree, Computer Software Engineering** | Azad University (IAU) | Jan 2017 - Nov 2020
- **Bachelor's degree, Computer Software Engineering** | sadra university | Sep 2007 - Jan 2010

Career Summary

Feb 2014 - Mar 2019   **TCI - Telecommunication Company of Iran, Iran**
Support Specialist

Outline

Telecommunication Company of Iran, or TCI, is the fixed-line incumbent operator in Iran offering services in fixed telephony, DSL and data services for both residential and business customers, all throughout the country.

Key Responsibilities

- Worked with commercial customers to understand 100% needs and provide excellent service.
- Answered and triaged requests for assistance in order to provide top-notch support (60 requests in a week).
- Delivered network technology training to junior team members and end-users, enhancing knowledge base and team productivity.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Proved successful working within tight deadlines and fast-paced atmosphere (95% efficiency).
- Handled day-to-day running of task, ensuring high levels of productivity and progression.

Key Achievements

- Won no.1 employee In August 2015 and February 2016.
- Customer Retention and Helping Clients 100%.

Sep 2012 - Jan 2013   **Social Security Organization (SSO), Iran**
                               IT Technician

Outline

The Social Security Organization (SSO) is a social insurance organization in Iran which provides coverage of wage-earners and salaried workers as well as voluntary coverage of self-employed persons.

Key Responsibilities
- Investigated and corrected problems with printers and other peripheral devices.
- Managed system-wide operating system and software deployments, as well as related software upgrade problems.
- Established, repaired and optimized networks by installing wiring, cabling and devices.

Key Achievements
- The satisfaction of the department head, department supervisor and the clients.

Additional

Frontend Developer Skills:

- Coding languages

- Responsive design

- Version control

- Frameworks