

# Zafarali Tolibov

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## SUMMARY

Junior software developer with a background in finance and banking, trained in Java, Spring Boot, React, and AWS. Skilled at building secure, user-centered applications and leveraging analytical thinking and client service expertise to deliver real-world solutions. Strong foundation in both technology and financial services, with experience working in fast-paced, client-facing environments.

## LANGUAGES | FRAMEWORKS | TOOLS

Java, JavaScript | React, Spring Boot | MySQL, AWS, Git/GitHub, Postman

## EXPERIENCE

### Alpha-Pi — LaunchCode Capstone Project

- Built a full-stack platform connecting small business owners with investors through professional profiles, messaging, and dashboards.
- Developed frontend with React (Vite) and backend with Java Spring Boot + MySQL, following RESTful API principles.
- Implemented authentication with role-based access, dynamic UI rendering, and persistent sessions via localStorage.
- Designed responsive dashboards with filterable browsing, saved lists, contact forms (EmailJS), and expandable detail views.
- Full Project Tech Stack: React, JavaScript, Vite, EmailJS, Java, Spring Boot, MySQL, REST APIs, AWS
- Deployed at: [www.thealphapi.com](https://www.thealphapi.com)

### Banking Customer Service Specialist — Concentrix (on behalf of Goldman Sachs Bank USA)

September 2024 - April 2025

- Resolved 100+ client issues daily by analyzing account activity, troubleshooting transaction errors, and documenting solutions using CRM software.
- Maintained a customer satisfaction rating of 90%+ by clearly communicating complex financial policies and technical processes.
- Collaborated with cross-functional teams to streamline account issue resolution and improve response times by 20%.
- Identified and escalated recurring system bugs, contributing to internal process improvements and knowledge base updates.

### Quality Control Specialist — Amazon Fulfillment Center

October 2023 - May 2024

- Inspected 1,000+ units weekly for inventory accuracy and shipment integrity, ensuring less than 1% return rate due to product issues.
- Communicated quality trends and patterns to supervisors, contributing to weekly reports and team process adjustments.
- Analyzed system-generated errors and implemented immediate corrective actions, reducing product misrouting and delays.

## EDUCATION

**LaunchCode**, Software Development, 2025

**Tashkent State University of Economics**, Finance and Accounting

- *Introduction to Finance and Financial Technologies*
- *Accounting coursework and hands-on experience with 1C:Enterprise*