

Zafarali Tolibov

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SUMMARY

Former finance and banking professional with a foundation in financial technologies and client service, including experience at Goldman Sachs Bank USA. Recently completed intensive software development training with proficiency in Java, Spring Boot, JavaScript, and React. Excited to merge analytical thinking and customer-focused mindset with technical skills to build secure, efficient, and user-centered applications as a junior software developer.

LANGUAGES | FRAMEWORKS | TOOLS

Java, JavaScript, Python | React, Spring Boot, Django | MySQL Workbench

EXPERIENCE

Alpha-Pi — LaunchCode Capstone Project

- Web platform that connects aspiring entrepreneurs with potential investors and mentors by allowing users to create and manage startup profiles.
- Developed a full front-end application using React with dynamic routing, state management, and responsive design
- Implemented localStorage-based data persistence to simulate user accounts, saved contacts, and bookmarked business locations
- Designed modular components with conditional rendering and handled logic for saving, displaying, and deleting user-generated content
- Full Project Tech Stack: React, JavaScript, HTML5, CSS3, localStorage, Vite, Netlify

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*
- *CPA in Accounting and hands-on experience with 1C:Enterprise*