

Abdug'ani Xudoyqulov

Software Engineer and Lead Technical Support Specialist

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WORK EXPERIENCE

Specialist of the Digital Product Development Department

Uzum Bank

07/2023 - 06/2024

Tashkent

Uzum Bank

Achievements/Tasks

- Integrated new services into the **Uzum Bank** application
- Troubleshoot and resolved issues within the mobile app
- Collaborated with developers to ensure fast and effective solutions
- Worked with **databases(Oracle, PostgreSQL)**, checking payments and P2P transactions
- Gained expertise in **Uzcard, Humo, and Visa card systems**
- Ensured accurate integration of payment services
- Conducted reporting and performance monitoring to identify improvements
- Successfully deployed and integrated new internal systems

SKILLS

Programming & Development - Java Core, OOP, Data Structures, Algorithms - REST API Development, Microservices

Frameworks & Tools - Spring Framework, Spring Boot, Maven , Jira, JSM (Jira Service Management)

Databases - Oracle, PostgreSQL

Other Skills - Troubleshooting & Problem Solving - Team Leadership & Reporting - Process Optimization & New Technology Integration

Systems & Administration - CRM Systems, Monitoring Tools, Ticketing Systems, Log Analysis - ELMA Administration

LEAD SPECIALIST, CUSTOMER TECHNICAL SUPPORT AND ELMA ADMIN

Uzum Bank (06/2024 - 09/2025)

- Provided technical support to customers, ensuring high service quality
- Led troubleshooting processes and guided the support team
- Managed and **supervised a support team**, ensuring smooth workflow
- Managed and supervised **teams of 4 to 8 specialists** in both **B2B and B2C directions**
- Processed **200+ customer and corporate client requests daily**, ensuring timely resolution
- Acted as an **ELMA system administrator**, maintaining workflows and processes
- Enhanced customer satisfaction by improving response time and efficiency
- Worked extensively with CRM systems, monitoring tools, ticketing systems, dashboards, and log analysis
- Hands-on experience with **Jira** and **JSM (Jira Service Management)** for issue tracking and workflow management
- Collaborated with legal partners and **Pick-up Points (PVZ)** for operational efficiency

EDUCATION

Software Engineering

Tashkent University of Information Technology

09/2019 - 05/2023

Tashkent