

# Aren Sinaei

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## **Summary**

Dependable self-starter, highly creative, self-directed, flexible and detail-oriented, problem solver and versatile. Highly motivated and technically skilled IT professional with a bachelor's degree in information technology and hands-on experience in technical support and front-end development. Proficient in HTML, CSS, JavaScript, React, and Node JS, with a strong ability to troubleshoot and resolve complex technical issues. Proven track record of delivering exceptional customer service and collaborating effectively with cross-functional teams. Seeking a front-end developer role to leverage my technical expertise and problem-solving skills in a dynamic and innovative environment.

## **Websites,Portfolios,Profiles**

<https://arensinaei.com>  
<https://github.com/arensin8>  
<https://linkedin.com/in/aren-sinaei>

## **Experiences**

### **Technical Support Specialist - June 2022 – October 2024**

Digitech.am, Armenia-Yerevan

- Coding and Development: Coding using HTML, CSS, JavaScript
- Diagnosing and resolving technical issues, Debugging front-end code and UI/UX issues
- Proficiency in using web-based tools, CRM, ticketing systems
- Performance Optimization: Optimizing website loading speed and performance
- Communicating technical concepts to non-technical users
- Maintenance and Updates: Monitoring and maintaining existing websites with new features and security patches
- Managing multiple support tickets under pressure
- Staying Updated: Keeping up to date with the latest web development technologies

### **Volunteer - Feb 2023 – Apr 2023**

Armenian deaf community, Armenia-Yerevan

- Assisted with special events and programs.
- Maintained clean, neat, and operational facilities to serve program needs.
- Supported engaging, fun, and smooth-running events by helping with organization and planning.
- Used strong interpersonal communication skills to convey information to others.

### **Customer Support Specialist – June 2021 - June 2022**

Digitech.am, Armenia-Yerevan

- Troubleshooting Issues: Diagnosing and resolving computer systems technical problems
- Installation: Install and configure hardware, operating systems, and software
- Training: Provide training on how to use new hardware and software

- Support: Support users by phone, webchat, or in person
- Maintenance: Monitor and maintain computer systems and networks
- Testing: Test various components of a system to ensure they're functional
- Recommendations: Make recommendations on how to improve an organization's computer systems

## **Education**

### **Bachelor of IT (Information Technology),**

National Polytechnic University of Armenia, Yerevan

September 2020-May 2024

## **Skills**

- |                        |                          |
|------------------------|--------------------------|
| • HTML                 | • CSS                    |
| • Javascript           | • React                  |
| • Redux                | • Node.js                |
| • Express.js           | • GraphQL                |
| • SASS                 | • Web standards          |
| • Responsive design    | • Git                    |
| • Rest API             | • Socket.io              |
| • Redis                | • SQL                    |
| • Analytical skills    | • Problem-solving skills |
| • Communication skills | • Remote support         |
| • Incident management  | • Debugging              |

## **Accomplished Projects**

- National Polytechnic University of Armenia's website (React & framer)
- Project Manager (Node.js & Express.js)
- Food delivery website (React & Node.js)
- Crypto currency website using real API (React)
- Store project (Express.js)
- Weather app (Javascript)
- Chat App (Redis)

## **Languages**

- English
- Armenian
- Persian

Will provide references upon request.