

Behnaz Khodakhah

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PROFFESIONAL SUMMARY

Exceptionally creative and resourceful information technology and web system development with actively learning new technologies to keep up to date with new skill requirements on industry trends and advancements. Able to handle multiple projects simultaneously with high professionalism and accuracy. Self-driven, detail-oriented professional leveraging advanced analytical and research talents with a wide breadth of application and web system experience. Best practices to meet performance and client requirements. I enjoy the client-facing role and working closely with team members to produce high-quality deliverable.

HIGHLIGHTS OF QUALIFICATIONS

- Over 6 years of experience working as a senior support specialist and web developer focused on customer satisfaction in several media products such as websites, applications and newspaper.
- Excellent interpersonal and communication abilities, and possess a wide range of technical skills.
- Ability to manage several projects in order of priority and meet deadlines.
- Solution-oriented with exceptional critical thinking.
- Demonstrated outstanding customer services skills, consistently receiving a high rating on client satisfaction surveys.
- Willing to learn, able to work flexible hours with minimal supervision or direction.

WORK EXPERIENCE

Senior Support Specialist, Khorasan Institute, Iran

April 2016 - April 2018

- Support customer of a news android application with more than 6 million users during three years by attention to customer requirements and high-quality proceeds.
- Provide consistent, professional and high-quality client support every day, all the time.
- Managed social network pages and campaigns of company.
- Designed and monitored company website which be increased brand engagement.
- Facilitate product campaigns and marketing via emails.

Test and Development software Specialist, Khorasan Institute, Iran

November 2014 - April 2016

- Supported clients with telephone and email to determine issues and appropriate solutions.
- Support and led a local team were responsible for test, develop and promote multiple versions of company applications and websites.
- Created check list of test cases and updated testing documentation.
- Create and analyze various reports by gathering feedback and suggestions from the test team and customers for the software development department.
- Identified system deficiencies and recommends solutions for developing applications.

Software Administrator , Khorasan Institute, Iran

May 2014 - August 2014

- Set up personnel's information software and supporting database.
- Analyzed and provided reports and status of more than 2000 personals.

Instructor, AI Learning Center, Iran

October 2012 - April 2013

- Instructor in Microsoft Office.
- Instructor in HTML, CSS and JavaScript.
- Instructor in PHP and MySQL.
- Instructor in Graphic soft wares such as Photoshop, Illustrator and InDesign.

Front End Web Developer, Kaspid Company, Iran

March 2011 - September 2012

- Designed and developed front-end for 20+ websites, using HTML5, CSS, CSS3, jQuery and JavaScript.
- Tested front-end code in multiple browsers to ensure cross-browser compatibility.
- Created HTML email templates and newsletters for e-mail marketing campaigns.
- Monitored content and SEO implementations to increase traffic to client websites.

EDUCATION

Web system Development

September 2018 – Present

Ryerson University, Toronto

Master in Information Technology Management

September 2014 – March 2016

University of Tehran, Iran.

B.Eng. in Computer Engineering

September 2005 – April 2010

Sadjad University of Technology, Iran

Core Strengths & Technical Skills

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| • Strong Microsoft Office skills. | • Extensive in Microsoft Solutions. |
| • Experience with WordPress. | • Knowledge of Testing and Troubleshooting. |
| • Able to design with Adobe Photoshop, Illustrator, InDesign and Dreamweaver. | • Time Management & Prioritization. |
| • Experience with HTML5, CSS3, CMS, Word press, JavaScript, jQuery. | • Process & Performance Improvement. |
| • Knowledge of Programming languages: PHP and Python. | • Experience with bootstrap framework. |
| • Knowledge of databases, SQL and MySQL. | • Experience with e-commerce and content management. |
| | • Knowledge of Google Analytics. |