

Behnaz Khodakhah

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Skills:

- 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
- 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
- Self-driven, detail-oriented professional leveraging advanced analytical and research talents with a wide breadth of application and web system experience
- Enjoy the client-facing role and working closely with team members to produce high-quality deliverable
- Ability to manage several projects in order of priority and meet deadlines
- Solution-oriented with exceptional critical thinking
- Willing to learn, able to work flexible hours with minimal supervision or direction

Highlights of Qualifications:

- Strong Microsoft Office skills
- Experience with Word Press, HTML5, CSS3, CMS, Word press, JavaScript, jQuery
- Experience with bootstrap framework and UI/UX
- Familiar with React and Angular
- Able to design with Adobe Photoshop, Illustrator, InDesign and Dreamweaver
- Knowledge of Programming languages: PHP and Python
- Knowledge of databases, SQL and MySQL
- Knowledge of SEO and Google Analytics
- Experience with e-commerce and content management

Work Experience:

April 2016 - April 2018

Khorasan Institute

Mashhad, Iran

Senior Support Specialist

- Supported customers of a news android application with more than 6 million users during three years by attention to customer requirements and high-quality proceeds
- Provided 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 increased brand engagement
- Facilitated product campaigns and marketed via e-mail

Work Experience continued:

November 2014 - April 2016 Khorasan Institute Mashhad, Iran

Test and Development Software Specialist

- Supported clients with telephone and email to determine issues and appropriate solutions
- Supported 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
- Created and analyzed various reports by gathering feedback and suggestions from the test team and customers for the software development department
- Identified system deficiencies and recommended solutions for developing applications

May 2014 - August 2014 Khorasan Institute Mashhad, Iran

Software Administrator

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

October 2012 - April 2013 AI Learning Center Mashhad, Iran

Instructor

- Instructed class in Microsoft Office
- Instructed class in HTML, CSS and JavaScript, PHP and MySQL
- Taught class in Graphic soft wares such as Photoshop, Illustrator and InDesign

March 2011 - September 2012 Kaspid Company Mashhad, Iran

Front End Web Developer

- 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 e-mail 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 2016

University of Tehran, Iran.

B.Eng. in Computer Engineering 2010

Sadjad University of Technology, Iran