

# DANA SEIDAKHMETOVA

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[Portfolio](#) | [LinkedIn](#) | [GitHub](#) | [Tableau](#)

Motivated and dedicated professional with a Bachelor and Master of Technology in Information Systems. Eager to launch a career in software engineering and leverage my strong technical foundation in programming languages, web development, and database management. Adept at collaborative problem-solving and passionate about developing innovative solutions. Fluent in English, Russian, and Kazakh.

## EDUCATION

March 2013 | Al-Farabi Kazakh National University, Almaty, Kazakhstan

**Bachelor and Master of Technology in Information Systems (GPA 3.84)**

## CERTIFICATIONS

December 2021 - April 2023 | PerScholas, New York, NY: *Software Engineering*

June 2020 - September 2020 | Code The Dream, North Carolina: *Front-End Development*

November 2019 | Hostos Community College of the City University of New York, New York, NY: *IT Essentials*

December 2018 | The Cooper Union Albert Nerken School of Engineering, New York, NY: *Linux (UNIX) Administration; Android Software Development*

May 2012 | Al-Farabi Kazakh National University, Almaty, Kazakhstan: *Object Oriented Web-Design Patterns, Model-View-Controller Architecture with JavaScript*

June 2012 | Polytechnic University, Lublin, Poland: *Web Accessibility and Software Application Usability*

September 2012 – February 2013 | La Sapienza University, Rome, Italy: *Network Security, Artificial Intelligence*

## EXPERIENCE

**Help Desk Associate Engineer – Nagarro, New York, NY**

July 2023 – Present

Provide expert technical support to public school end-users, swiftly resolving hardware, software, and network-related issues. Respond proactively to user inquiries, troubleshooting effectively to ensure seamless technology integration in educational environments.

**Laboratory Technician - Mirimus, Inc., Brooklyn, NY**

November 2021 – July 2022

Operated and maintained diagnostic equipment in a high-volume medical testing laboratory, testing patient samples with precision. Utilized LIMS to efficiently manage and track 50+ patient samples daily, achieving a 25% boost in workflow efficiency.

**Specimen Accessioner - Empire City Laboratories, Brooklyn, NY**

February 2021 – February 2022

Processed patient specimens with meticulous accuracy, managing data entry into the Laboratory Information System. Ensured error-free patient identification on 250-300 requisitions daily, optimizing specimen labeling procedures.

**Assistant Manager - N&F Global, New York, NY**

August 2019 – September 2021

Led and motivated a team of 10 employees, expertly delegating tasks based on individual skill levels. Fostered open and timely communication among store crew and supervisors, resulting in enhanced productivity and teamwork. Mentored and trained 12 new employees, developing them into skilled customer service representatives.

**Editor - Data Integrity and Design - Jurist (Major Publishing House), Almaty, Kazakhstan**

November 2013 – October 2016

Assisted product and content teams, contributing to special projects with creativity and attention to detail. Oversaw the publication process, successfully finalizing legal literature manuscripts and achieving a 15% increase in sales.

**IT Instructor (Contract) - Polytechnic College, Shymkent, Kazakhstan**

September 2013 – November 2013

Facilitated interactive learning experiences for computer science students, teaching subjects like informatics and design. Contributed to the implementation of an online Intranet system, enhancing the educational process with modern technology.

## SOFT SKILLS

teamwork, flexibility, client satisfaction, attention to detail, strong interpersonal and communication skills, ability to thrive in a fast-paced, collaborative environment, exceptional problem-solving ability, and analytical skills

## TECHNICAL SKILLS

**Programming Languages:** JavaScript (React), HTML/CSS, Node JS/Express JS, C, Java

**Databases:** MongoDB, MS SQL

**Software:** Adobe InDesign, CorelDraw, Visual Studio Code, IntelliJ, Postman