

Ivan Kozin

Front-End / Full-Stack Developer

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[Github](#) | [LinkedIn](#) | [Portfolio](#)

SUMMARY

Detail-oriented and highly motivated Full-Stack Developer with a versatile background and 7 years of experience in customer service, customer success management, and technical support. Skilled in multiple programming languages, software development methodologies, and database management systems. Strong problem-solving skills, self-learning capabilities, and ability to work effectively in an international team-based environment.

TECHNICAL SKILLS

JavaScript, HTML, CSS, SASS, React, VueJS, NodeJS, Python, Django, OOP, PostgreSQL, MongoDB, Git, Bootstrap

EXPERIENCE

Junior Full-Stack Developer

Internship, Consultant.AI

Tel Aviv, Israel, hybrid

10/2023 - present

- React, TypeScript, Python, Flask

Junior Frontend Developer

Hemmersbach

Nuremberg, Germany, remote

04/2023 - 10/2023

- React, TypeScript

Customer Technical Support

Hemmersbach

Nuremberg, Germany, remote

10/2020 - 04/2023

- Provided remote technical support to customer from incoming calls, tickets and emails
- Troubleshooted and configured of end-user hardware/servers/network related issues
- Documented customer issues and all steps performed in a ticketing tool
- Administered and provided user access in various systems
- Installed software on workstations and virtual machines
- Communicated with 2nd line support, escalated major problems

Senior Customer Success Manager

Roscongress Foundation

Saint Petersburg, Russia

07/2018 - 10/2020

- Established and maintained relationships with the event participants, fostering positive business relationships, information support for delegates before, during and after events
- Analyzed customer data to improve customer experience, promoting customer loyalty, developing and managing client portfolios
- Keeping participants informed about new services, products and other general information of interest to customers
- Coached and supervised new staff members (10 people)

EDUCATION

Full Stack Web Development, Python and JavaScript program

Developers Institute, TLV Coding Bootcamp

Tel Aviv, Israel

2023

Computer Programming

Innopolis University

Kazan, Russia

2022

Master of Applied Linguistics, diploma with distinction

Saint Petersburg State University

Saint Petersburg, Russia

2015 - 2017

Bachelor of Education, diploma with distinction

Herzen State Pedagogical University

Saint Petersburg, Russia

2011 - 2015

LANGUAGES

English - Fluent, **German** - Fluent, **Russian** - Fluent, **Hebrew** - Elementary, **French** - Elementary, **Italian** - Elementary