







IVAN KOZIN

FRONT-END / FULL-STACK DEVELOPER

PROFILE

Detail-oriented 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 and ability to work effectively in a team-based environment.

CONTACT

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 Bat Yam	 GitHub

TECHNICAL SKILLS

- Programming Languages: JavaScript, Python, HTML, CSS
- Frameworks: ReactJS, VueJS, NodeJS, Django
- Databases: PostgreSQL, MongoDB
- Tools: Git, Figma, Bootstrap, Trello

EDUCATION

Developers Institute Tel Aviv
Bootcamp Full-Stack Development
Python, JavaScript • 2023

Saint Petersburg State University
Master's Degree in German Studies
Diploma with distinction • 2015–2017

Herzen State Pedagogical University
Bachelor of Education
Diploma with distinction • 2011–2015

LANGUAGES

- Russian - Native
- English - Proficient
- German - Proficient
- Hebrew - Elementary
- French - Elementary

EXPERIENCE

Customer Technical Support

Hemmersbach • Nov 2020 – Apr 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
- Administrated 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 • Jul 2018 – Nov 2021

- 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)

Customer Success Manager

Roscongress Foundation • Aug 2017 – Jul 2018

- Qualified and aligned to participant's needs, goals, and objectives
- Reviewed customer complaints and concerns to seek how to improve all aspects of the customer experience
- Responded to inbound leads in a timely manner with a focus on engaging and preliminarily qualifying prospective customers