

PAVEL YAKOVLEV

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PROFESSIONAL BACKGROUND

Recent graduate with versatile and creative background eager to find new opportunities for growth. Knowledgeable in many aspects of business operations with a strong background in customer service. Committed to maintaining a high level of customer satisfaction, and creating a welcoming environment for everyone.

EDUCATION

Santa Rosa Junior College *September 2015 - May 2018*
Computer Science Transfer Program

University of California, Santa Cruz *September 2018 - June 2020*
Bachelor's in Computer Science

EXPERIENCE

Lawrence Livermore National Lab *June 2019 - September 2019*
Computing Intern *Livermore, CA*

- Worked on improving automated testing and software integration framework for large scientific facility.
- Frequently communicated with different dev teams to understand how to best develop their testing framework.
- Delivered meaningful results in a highly technical and fast paced environment.

remote.it *May 2018 - June 2019*
Software Engineering Intern *Palo Alto, CA*

- Developed user facing software tools.
- Wrote extensive technical documentation for users.
- Collaborated with PR interns on delivering user-focused marketing/product campaign.

Petaluma Coffee and Tea Company *June 12 2018 - August 2018*
Barista/Sales *Petaluma, CA*

- Fulfilled wholesale coffee bean orders via phone and website.
- Operated and maintained commercial coffee brewers and espresso machine.
- Prepared specialty espresso drinks and pour-over coffee.
- Maintained registers and performed the end of the day deposit.
- Provided detailed information about coffee beans, beverages, and brew systems to customers.

Santa Rosa Junior Col *January 2018 - May 2018*
Math Tutor/Teaching Assistant *Santa Rosa, CA*

- Provided instructional assistance for a college algebra class.
- Assisted students with assignments, answering course questions in an empathetic and professional way.
- Developed and led weekly study sessions on campus.

SKILLS

Over 4 years working in a customer service environment.

Productive relationship and partner-building skills; excel at understanding customer needs.

Creative problem solving, and conflict resolution