

Sardorbek Zokirov

📍 Poland ✉ szokirov@outlook.com ☎ + 998770440535 🔗 <https://www.linkedin.com/in/sardorbekzokirov/> 🌐 <https://szokirov.uz>

SUMMARY

Results-driven Software Engineer in back-end development with a heavy focus on Machine Learning and with a Master's Degree in Data Science. Proficient in designing and implementing scalable and efficient software solutions using web and ML technologies. Skilled in programming languages such as Python, JavaScript and C++. Experienced in working with databases, APIs, neural networks and cloud technologies. Committed to delivering high-quality code and optimizing performance. I do not require a work permit to work in Poland as I am a graduate of a Polish university.

SKILLS

Expertise in back-end development in languages such as Python, Javascript, Typescript using technologies such as Flask, Django, Node.js, and Nest.js.

Knowledge of C++, and deployment technologies like Docker, Kubernetes.

Proficient in managing databases such as MongoDB, PostgreSQL in both database design and development.

Proficiency in cloud computing technologies such as Google Cloud and AWS along with version control systems like Git, GitHub.

Proficient and experienced with Machine Learning: Scikit-learn, Pandas, Numpy, PyTorch, Tensorflow, OpenCV, Transformers

EXPERIENCE

Software Engineer (Remote)

Dontrans LLC

September 2023 - Present, Hudson, Ohio

- Crafted multiple RESTful APIs using Node.js and Django, enhancing backend functionality and data retrieval efficiency for a logistics software solution
- Utilized Python to develop server-side logic, enhancing application features and increasing system performance by 10%.
- Spearheaded backend development initiatives utilizing Node.js, Django, and TypeScript to optimize server-side operations, resulting in a 20% increase in server performance metrics.
- Optimized cloud-based resource management by efficiently deploying containerized services through Google Cloud Platform, Docker, and Kubernetes.

Adjunct Faculty

Webster University

January 2024 - Present, Tashkent, Uzbekistan

- Instructing computer programming courses to a diverse group of students, facilitating their understanding and application of coding principles
- Developing and implementing curriculum for Operating Systems course
- Spearheading the revamp of the Computer Programming course curriculum, utilizing a blend of theoretical and hands-on teaching techniques
- Designed and implemented advanced algorithms using languages such as Python, and C++ to support research initiatives.

University Lecturer

Collegium Humanum Warsaw Management University Andijan Branch

October 2023 - January 2024

- Designed and developed curriculum for a comprehensive course on software engineering and data analytics, resulting in a 15% increase in student attendance rate in the first semester.
- Utilized interactive approaches to enhance student engagement and improve learning outcomes, with an average course evaluation rate of 4.8 out of 5.
- Increased student's proficiency in developing software programs through guidance on design and coding challenges.
- Delivered lectures and planned and broke down course objectives, while providing guidance and comprehensive feedback to students.

Technical Support Engineer

Transporeon

May 2023 – October 2023, Krakow, Poland

- Investigated, troubleshoot, and resolved technical issues for customers' accounts, implementing technical solutions and providing comprehensive resolution.
- Delivered second-level technical support for customer queries, resolving issues promptly and efficiently using Python scripting.
- Customized the processes and solutions using technologies such as XML, REST API's, and Python and deepened those skills
- Worked in close cooperation with numerous teams such as development, testing, product, and project management teams.

Senior Game Admin

Keywords Studios

October 2021 – April 2023, Katowice, Poland

- Responsible for ensuring the technical integrity of the gaming system and provided customer service support to over 100 players daily.
- Reduced downtime and customer wait times by 10%, maintained a log of technical bugs and errors, and optimized gaming and server performance by implementing system-wide updates.
- Contributed to a 50% hike in user engagement and retention in a given period by providing assistance for technical issues and providing proactive customer assistance.
- Investigated customer feedback and troubleshoot complaints to determine patterns and solve problems to mitigate future issues.
- Provided KPI data analysis using PowerBI, SQL, Elasticsearch and Python.

Technical Support Specialist

Keywords Studios

September 2020 – October 2021, Katowice, Poland

- Led customer service operations by fielding customer inquiries while maintaining customer loyalty and satisfaction, achieving 90% customer satisfaction rating.
- Facilitated the resolution of customer disputes by launching a dispute resolution process, increasing the resolution rate by 20%.
- Developed robust customer support materials and processes, resulting in a 40% decrease in response time and a 15% reduction in repeat customer issues.
- Utilized Microsoft Office, Google Workspace, Power BI, and CRM tools.

EDUCATION

Master of Science in Computer Science (Data Science)

WSB University • Dabrowa Gornicza • 2023 • 4.77

- Thesis: The development of Deep Learning Neural Networks in the automation of Computer Vision problems: an AI-based Automatic License Plate Recognition system

Data Science and AI Engineering Bootcamp

Epicode Global • Berlin, Germany • 2022

Bachelor of Arts in International Business, Trade, and Marketing

Minor in Political Sciences, Economics • WSB University • Dabrowa Gornicza • 2021 • 4.85

- Thesis: The crisis response management strategy of International airline companies to overcome the consequences of the recent COVID-19 crisis: the case of Lufthansa Group

CERTIFICATIONS

Data Scientist

Epicode • 2022