



David Shahbazyan

WEB DEVELOPER

Profile

I'm a dedicated and adaptable frontend developer with a passion for continuous growth. I thrive on challenges, constantly seeking new opportunities to enhance my skill set and broaden my expertise. As a committed team player, I excel in collaborative environments, leveraging my skills to contribute positively while embracing the diverse perspectives within a team. My work ethic is characterized by a proactive approach, ensuring projects are delivered to the highest standards while maintaining a keen eye on both functionality and user experience.

Experience

IT trainer

 [Free Programing courses](#)

 2023 December - Present

As part of a community-driven programming initiative, I spearheaded the provision of complimentary courses benefitting approximately 140 children within the region. Throughout these sessions, students were immersed in:

HTML: Guiding students from foundational knowledge to a proficient level of understanding.

CSS: Equipping them with skills ranging from the basics to an advanced level, encompassing diverse effects and animations.

JavaScript: Commencing with fundamental concepts and progressing toward OOP, API utilization, and DOM manipulation. Practical application was emphasized, culminating in website development.

Customer Support Specialist

 Digitain LLC

 2023 August - present

Handling Big Data: Managed and processed substantial customer data sets to derive meaningful insights, which contributed to improving service quality or identifying patterns for better customer interactions.

Utilizing CRM Systems: Proficiently used Customer Relationship Management (CRM) software to track and manage customer interactions, ensuring a personalized and efficient service approach.

Training and Mentorship: Assisted in training or mentoring new team members, sharing knowledge and best practices to ensure consistency and excellence in customer support delivery.


Adapting to Diverse Scenarios: Adapted swiftly to diverse customer scenarios, understanding different needs and tailoring support strategies accordingly.

Contact

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 [David Shahbazyan](#)

Digital skills

JavaScript

TypeScript

React JS

HTML5

CSS

SCSS

Babel

Webpack

JSON

AJAX

API

GitHub

GIT

AXIOS

TAILWIND

NPM

UI / UX

jQuery

LINUX

OOP

Languages

English

Intermediate B1

Russian

Fluent C1


Armenian

Native

Skills

- Adaptability in Communication
- Frontend build tools
- Web Performance Optimization
- Team player
- B2C relationship building
- Analytical skill
- Creative thinking
- Leadership
- Testing/Debugging
- Time management
- Technical expertise
- Self-learning skill
- Training conducting skill

Customer Support Junior Specialist




 Digitain LLC
 2023 March - August

B2C Relationship Management: Cultivated and nurtured relationships with individual customers, addressing their concerns and ensuring a positive experience throughout their interactions with the company.




Collaboration within Large Teams: Effectively collaborated within sizable teams, contributing insights, and sharing knowledge to enhance the overall customer support operations.

Analytics and Reporting: Utilized analytics tools to generate reports, identifying trends or areas for improvement in customer service, thereby enhancing overall customer satisfaction.

Non-Formal Education




 Udemy Academy
 React JS
 2023 August - present

During my React learning journey, I acquired a deep understanding of component structuring, the implementation of hooks, and fundamental principles. Proficient in state management, I have hands-on experience working with APIs to create seamless interactions within applications.




 Samvel Hayrapetyan (Sami)
 JavaScript and TypeScript
 2023 March - December

Through studying JavaScript and TypeScript languages, I've gained comprehensive knowledge in web development tools and acquired fundamental skills in both languages. I'm proficient in designing and building websites, utilizing my expertise in JavaScript and TypeScript to create interactive and responsive web applications. Additionally, I possess a strong understanding of JSON, AJAX, and leveraging build tools like Webpack. Working adeptly with NPM, I can efficiently manage dependencies and streamline the development process, ensuring robust and efficient web solutions.

Education

 Shirak State University
 Philology Faculty
 2023 - Present

Language Mastery: Gaining expertise in multiple languages, including their grammar, history, and evolution.

 Yerevan State University
 Philology Faculty
 2021-2023

Critical Thinking: Cultivating analytical skills to examine texts critically within their socio-cultural frameworks.