



# 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](#)

 [Portfolio](#)

## Digital skills

JavaScript

TypeScript

React JS

API's

LINUX

SCSS

HTML5

Webpack

JSON

AJAX

MS Office

GitHub

GIT

AXIOS

TAILWIND

NPM

UI / UX

jQuery

CSS

OOP

## Languages

English

Intermediate B1

Russian

Fluent C1



Armenian

Native

# Skills

- Adaptability in Communication
- Attention to Detail
- Problem-Solving
- Team player
- Technical expertise
- Analytical skill
- Creative thinking
- Leadership
- Testing/Debugging
- Time management
- B2C relationship bulding
- Self-learning skill
- Training conducting skill
- Web Performance Optimization
- Relationship Management
- Communication

## 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.


-  itProger
-  C#
-  2023 November - present

Proficient in foundational C# concepts, with a month of comprehensive learning. Currently advancing skills in ASP.NET for web application development, leveraging C# expertise to build dynamic and responsive web solutions.

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

Through studying JavaScript and TypeScript languages, I have comprehensive knowledge in web development with JavaScript and TypeScript, adept at designing and building interactive and responsive web applications. I possess a strong understanding of JSON, AJAX, and utilize build tools like Webpack efficiently. Proficient in managing dependencies using NPM, I ensure streamlined development processes. Moreover, I've acquired expertise in working with APIs, enabling seamless integration of external functionalities into web solutions.

## Education

-  Yerevan State University
-  Philology Faculty
-  2021-2023

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