

## Contact

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in) <u>David Shahbazyan</u>

Portfolio

# Digital skills



# Languages

English Intermediate B1
Russian Fluent C1
Armenian Native

# 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



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.

## 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**



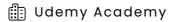


B2C Relationship Management: Cultivated and nurtured relationships with individual customers, addressing their concerns and ensuring a positive experience throughout their interactions with the company.

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





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.

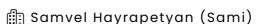






🚃 2023 November - present

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.





JavaScript and TypeScript



2023 March - December

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



2021-2023

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