Yaman Khashashneh

Web Developer And Client Advocate

Dedicated to building and optimizing user-focused websites for customers with various business objectives. Judicious and creative when crafting effective websites, apps and platforms to propel competitive advantage and revenue growth. Technically proficient and analytical problem solver with calm and focused demeanor.

Focused on creating clean, robust code and adept at finding solutions to achieve customer satisfaction, having developed consumer-focused websites using HTML, CSS, Python and JavaScript. Built products for desktop and mobile app users, meeting highest standards for web design and user experience. Designed and developed web applications across multiple APIs, third-party integrations, and databases.



Experience

2023-08 - Customer Service Representative

Webhelp, Amman

- Handle incoming customer inquiries, feedback, and requests through various channels.
- Proactively reach out to customers for followups, updates, or issue resolutions.
- Assist customers in resolving program or servicerelated issues, providing accurate information and solutions.
- Escalate complex issues to higher-level support or management as needed, ensuring timely resolution.
- Stay updated on program/service updates to provide informed assistance by timely completion of self-directed learning modules and active engagement in team huddles and meetings.
- Manage time effectively by maintaining commitment to published schedules and ensuring timely responses and resolutions to customer inquiries.

2021-08 - Math and Statistics Teacher 2023-8

Ministry Of Education, Amman

- Incorporated multiple types of teaching strategies into classroom.
- Worked cooperatively with other teachers,



Contact

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Skills

Training and Development

Excellent

Teamwork and Collaboration

Excellent

Cultural Awareness

Excellent

Product Development & Web Design

Excellent

administrators, and parents to help students reach learning objectives.

- Graded and evaluated student assignments, papers, and course work.
- Kept students on-task with proactive behavior modification and positive reinforcement strategies.
- Prepared and implemented lesson plans covering required course topics.
- Provided meaningful math instruction to improve math skills of children.
- Developed lesson plans to adhere to clear departmental and school policy objectives.

2020-05 -2021-05

Teaching Assistant

Jordan University Of Science And Technology, Irbid

- Taught small groups of students focused on specific parts of coursework.
- Checked assignments, proctored tests and provided grades according to university standards.
- Documented attendance and completed assignments to maintain full class and student records.



Education

2020-09 - Master of Science: Mathematics And Statistics

Jordan University of Science And Technology - Irbid

- Thesis title: A Generalization for the Jones Polynomial for N-Polar Knots.
- GPA: 4.22/4.3 (Rank: 1/25; Medalist)
- Dean's List in all semesters.
- Received TA Scholarship.

2019-09 - Associate of Arts: Mathematics Teacher Education

Queen Rania Teacher Academy - Amman

2015-10 - Bachelor of Science: Mathematics And Statistics

Technical Support

Excellent

Python

Excellent

HTML, CSS, Javascript

Excellent

Django REST framework

Excellent

React

Excellent

SQL

Average



Software

Mathematica

Excellent

Microsoft Office

Excellent

Pycharm and Django

Excellent

Jordan University of Science And Technology - Irbid

- GPA: 3.88/4.2 (Rank: 4/55)
- Dean's List in all semesters.
- Member of Japanese Anime Club.
- Member of Press and Media Club.



American English

Excellent



Certifications

2019-01	Complete Python Mastery, Code with Mosh - 12h
2020-02	Full Stack Development Track, Udacity
2020-03	Full Stack Development Track, Udacity
2022-06	The Ultimate HTML5 & CSS3 Series, Code with Mosh - 14h
2023-01	The Ultimate Django Series, Code with Mosh - 15h