Mohammad javad **Zand**

CUSTOMER SERVICE REPRESENTATIVE | JUNIOR BACKEND DEVELOPER

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Summary

I am a customer service representative with a creative and ambitious mindset. I deliver high-quality customer satisfaction with hard work and reliability. I adapt and communicate well in different situations, and I demonstrate professionalism and respect for everyone.

I have a keen interest in learning new technologies and finding innovative solutions to problems and needs. I also have a solid background in programming, which allows me to provide technical support and troubleshoot issues for customers and colleagues.

Work Experience

Amazon.com, Inc.   *Seattle, Washington*
REMOTE CUSTOMER SERVICE REPRESENTATIVE   *Jun. 2017 - May. 2018*

- Answered product and service questions and offered information on related products and services.
- Suggested new ways to automatically solve customers' problems, which eventually led Amazon to create a customer chat bot.
- Boosted new customer NPS scores by 10%.

Skills

Programming Python, C / C++, C#, Java, JavaScript, Typescript
- Conducted a search on image processing in my master thesis using Python.
- Hands on experience in C, C++ and UNIX Shell programming.
- Used C# to create UI application architecture, design and migration.
- Intermediate experience with Advanced JavaScript including prototype-based inheritance, AJAX, JSON.
- Created Typescript simple components and services to consume REST APIs.
- Experience in debugging and troubleshooting programming related issues.

Frameworks Django, Flask
- Developed the back-end of a simple website using Django for a university project.
- Worked on translation of web pages to different languages as per client requirements.
- Worked on re branding the existing web pages to clients according to the type of deployment.
- Experienced in working with server side technologies including databases, RESTFUL API and MVC design patterns.

DevOps AWS, Azure, S3, ELB, EC2, Apache server
- Experience in dealing with windows Azure virtual networks, virtual machines and cloud servers.
- Good experience in System Administration, Installation, Configuration, Troubleshooting and Security.
- Developed and managed cloud VMs with AWS EC2 and worked on services like EC2, S3 and ELB.

Technical MS Microsoft, Git, Docker, MongoDB
- Implemented responsive vector maps and charts on web pages using the data from MongoDB
- Virtualized the servers using Docker for the test and developer environments needs, also configuration automation using Docker containers.

Languages Persian, English
- Fluent in English (IELTS 7.5).

Education

Sharif University   *Tehran, Iran*
MASTER OF COMPUTER SCIENCE AND ENGINEERING   *Mar. 2020 - Aug. 2022*

Sharif University   *Tehran, Iran*
BACHELOR OF COMPUTER SCIENCE AND ENGINEERING   *Apr. 2017 - Sep. 2021*