Otabek Abdubakiyev

Partner OPS / QC at Uzum Tezkor · Business Process Automation and Data Analytics

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Partner OPS / QC at Uzum Tezkor, one of Uzbekistan's largest delivery platforms: SQL analytics, data reconciliation and internal tools. Built a duty-shift Chrome extension and Telegram bot; earlier built a tour booking platform and e-Lesson, a CRM for learning centers with 300+ students.

EXPERIENCE

Partner OPS / QC Jul 2025 – Present

Uzum Tezkor · Tashkent, Uzbekistan

- Monitor 1,800+ partners and build SQL and Apache Superset dashboards. Fixed the root cause of one partner's failed orders: its cancellation rate fell from 6.7% to 0.5%.
- Built a Chrome extension and a Telegram bot for the on-duty shift on own initiative: reworked the team's v2.7.2 into v2.0 between 9 and 23 Oct 2026 (about 150 commits and 100 releases), developed with Claude Code.
- Extension side panel: cancelled order lookup by number (reason, who cancelled, branch, opening hours), item stop and restore with a Telegram notice, Zendesk tickets from the order, blocking a branch or a whole partner chain.
- Bot: tracks partner cancellations (about 2,700 a week), groups series by branch, reports auto-blocks, hands over the shift and sends a night summary. It logs cancellations to shared Google Sheets that replaced a manual Gantt chart.
- Preliminary stopwatch timings: item stop without an order from 5-10 min to 30-60 s with no tech support request; Zendesk ticket from 38 s to 11 s; item stop from an order from 40 s to 20 s.
- Reconciled one week of Slack alerts with the bot, about 5,000 records matched by order number: 28% of partner cancellations never appeared in Slack (51% at night), and the bot filters out 18% of Slack alerts as noise. Presented the dataset and results to management.
- Least privilege: only known requests, every change behind a confirmation button and one at a time, a build check that rejects extra requests. About 13,000 lines of JavaScript, 149 automated tests, mutation testing of the build check.

JavaScript · Chrome Extension (Manifest V3, Side Panel) · Zendesk and Superset APIs · Telegram Bot API · Google Apps Script · Python · Node.js

Full-stack developer Nov 2024 – Jul 2025

Freelance

- Tour booking platform for two companies (mahalla-travel.uz, brichmulla-travel.uz): seats that cannot be oversold (MySQL transaction), prepayment approved in the admin panel, Telegram notifications.
- e-Lesson, a CRM for learning centers (300+ students): cash desk, debtors with automatic SMS reminders, attendance; launched on deadline. Playwright tests for payments and access rules.

PHP · MySQL · JavaScript · React · Tailwind CSS · Docker · Playwright

Call-center operator (part-time) Jul 2023 – Jan 2024

Unicall

- Customer service by phone, work in a CRM, calls with quality scoring.

EDUCATION, CERTIFICATES AND AWARDS

Bachelor's, Information Systems and Technologies 2024 – 2029 (expected)

Tashkent State University of Economics

Craft Precise Prompts for AI Models, IBM SkillsBuild · Claude 101, Claude Academy Oct 2026

Yandex Cup 2025, 5th place, Frontend track 2025

SKILLS

Code JavaScript, PHP 8, React, HTML, CSS, Tailwind CSS

Integrations Chrome Extensions (Manifest V3), REST APIs, Zendesk, Telegram Bot API, Google Apps Script

Data SQL, MySQL, Apache Superset, Python, Excel

Testing and tools Node.js, Playwright, Docker, Git, Bash, Claude Code

Languages Uzbek (native), Russian (C2), English (B2)