63 Fishery Road
Scarborough, Ontario, M1C 4H5
Cell: 647-539-8171
Email: azizsyed2016@gmail.com
Portfolio: azizsyed-porfolio.onrender.com/

Aziz Syed

Developer – Job ID 235647

September 26, 2025

Ministry of Public and Business Service Delivery and Procurement
GovTechON – Children, Youth and Social Services I&IT Cluster
5700/5775 Yonge St.
North York, ON

Re: Developer – Job ID 235647

Dear Hiring Manager:

I am excited to apply for the Developer position with the Ministry of Public and Business Service Delivery and Procurement. As a Software Engineering and Technology student at Centennial College with a 4.3/4.5 GPA, I bring strong hands-on experience in full-stack development, cloud computing, and DevOps practices. I am highly motivated to contribute to modern, accessible, user-focused digital services that improve how Ontarians interact with government programs.

Through academic and project work, I have built scalable applications using React, Angular, Node.js, Spring Boot, and cloud platforms such as AWS and Azure. I have also applied Agile, CI/CD, automated testing, and containerization (Docker/Kubernetes) to deliver reliable, accessible solutions and skills that directly support the ministry's digital modernization initiatives.

In previous roles, I collaborated with diverse teams, improved technical processes, and strengthened communication skills by resolving high-volume technical issues. These experiences have prepared me to work effectively with cross-functional partners, support product planning, and contribute to digital services that comply with accessibility standards like AODA.

I am motivated by the opportunity to help build secure, efficient, and inclusive digital services for Ontarians. Thank you for considering my application. I would welcome the chance to discuss how my skills and experience can support your team.

Best regards,

Aziz Syed
647-539-8171
Azizsyed2016@gmail.com

Resume

Aziz Syed
Developer – Job ID 235647

63 Fishery Road
Scarborough, Ontario, M1C 4H5
Cell: 647-539-8171
Email: azizsyed2016@gmail.com
Portfolio: azizsyed-porfolio.onrender.com/

SUMMARY OF QUALIFICATIONS

- Proficient in full-stack and backend programming: Python, Java, JavaScript, TypeScript, C#, C++, C, Rust, PHP.
- Strong experience with emerging web technologies, including React, Angular, Node.js, TypeScript, GraphQL, MongoDB, Apollo Server, and modern frontend development.
- Skilled with relational & NoSQL databases: PostgreSQL, MySQL, MongoDB.
- Experienced in cloud platforms (AWS, Azure, GCP) and DevOps tools such as Docker, Kubernetes, Jenkins, and Terraform.
- Knowledgeable in RESTful API and GraphQL development and microservice design.
- Demonstrated ability to work in Agile/Scrum environments and apply DevOps principles (CI/CD, automated testing, distributed code management).

EDUCATION

Software Engineering and Technology
Centennial College, Toronto, Ontario, Canada.   Jan 2023 – Dec 2025

Maintained a 4.3/4.5 GPA while completing advanced coursework in algorithms, emerging tech, and cloud computing. Collaborated on software projects, leading to scalable solutions on time.

Relevant Courses Completed:
- COMP306 (API Engineering and Cloud Computing)
- COMP254 (Data Structures and Algorithms)
- COMP308 (Emerging Technologies)

WORK HISTORY

Customer Service Representative
Able I.T Solutions. **Scarborough, Ontario**   **March 2023 – Feb 2025**

Handled high call volumes and resolved customer issues, strengthening problem-solving, professionalism, and adaptability under pressure.
- Handled 50–70 client calls per day, resolving technical and service issues with a 92% first-contact resolution rate.

- Reduced average support-ticket processing time by 30% by improving documentation templates and introducing clearer intake questions.
- Gained hands-on experience across 30+ software tools, enhancing troubleshooting efficiency and technical understanding.
- Improved customer follow-up compliance from 60% to 95%, significantly increasing overall client satisfaction.
- Maintained professionalism during escalations and improved follow-up processes for unresolved issues.

Customer Service Representative / Pharmacy Assistance
Remedy's Rx. Scarborough, Ontario   **Feb 2020- March 2023**

Delivered high-accuracy prescription processing and handled patient inquiries while improving the legacy Angular-based POS system UI.
- Optimized the Angular-based POS system UI, improving interface responsiveness by ~25%.
- Updated the Angular-based POS system, reducing checkout steps from 5 to 3, resulting in faster customer processing.
- Supported pharmacists in preparing prescriptions with 100% accuracy.
- Handled 40+ daily patient inquiries, improving communication efficiency and customer satisfaction.
- Managed payments and inventory tracking with zero financial discrepancies across 3 years.
- Delivered efficient, professional service in a fast-paced environment.

TECHNICAL SKILLS SUMMARY

Programming Languages: Python, Java, JavaScript, TypeScript, C, C++, C#, Rust, PHP.
Web Development: React, Angular, Node.js, TypeScript, GraphQL, Apollo Server, Spring Boot, .NET.
Databases: PostgreSQL, MySQL, MongoDB, Oracle, NoSQL.
Cloud & DevOps: AWS, Azure, Google Cloud, Docker, Kubernetes, Jenkins, Terraform.
Version Control: Git.
Testing & QA: JUnit, PyTest, Selenium, Cypress.
Methodologies: Agile, Scrum, DevOps, CI/CD, Waterfall, Prototyping.
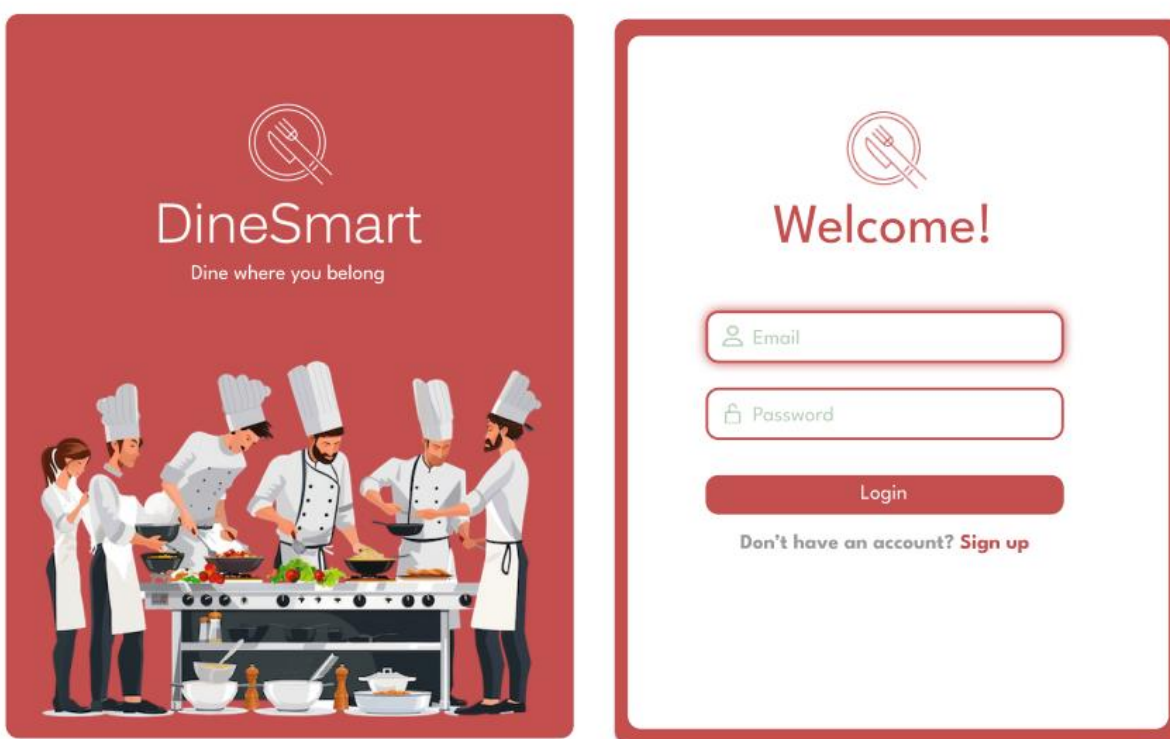
PERSONAL INTERESTS / VOLUNTEER WORK

- Mentor, Centennial College Peer Mentorship Program
- Member, Software Engineering Club, Centennial College.
- Active participant in hackathons and coding competitions
- Volunteer sports coach and event organizer – local community leagues
- Enjoy software design challenges, team-based projects, and continuous learning
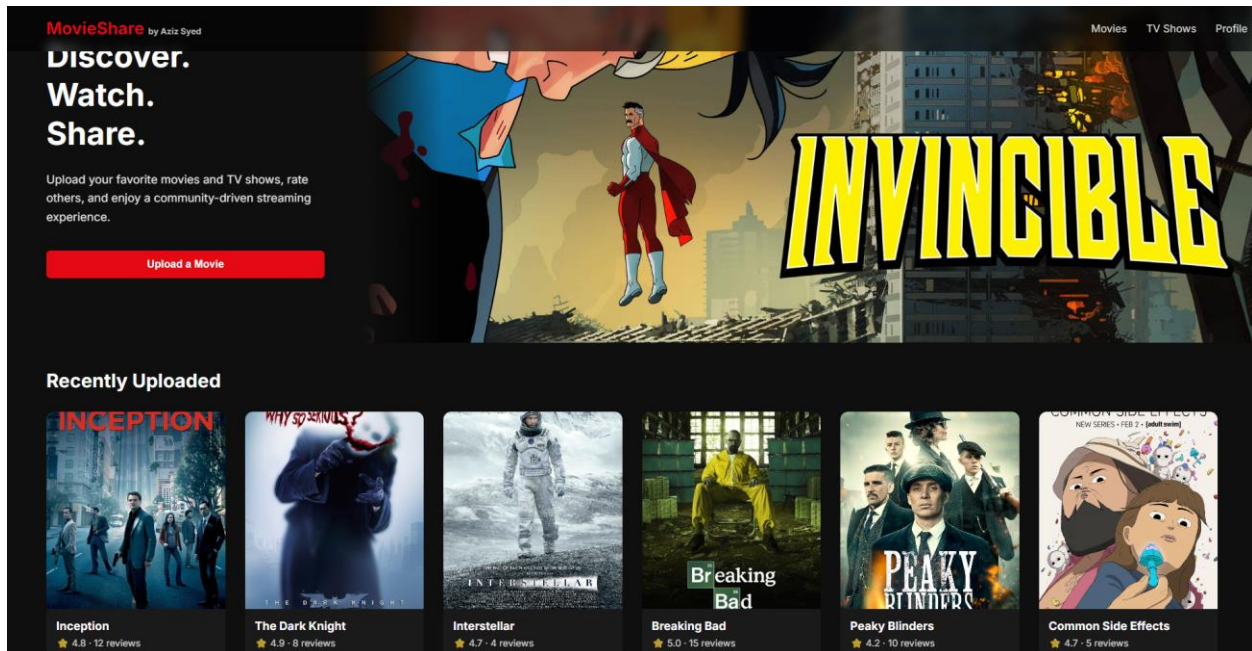
Samples of Work

Personal Portfolio Website

- **Link:** azizsyedportfolio.onrender.com
- **Description:** Designed and deployed a personal portfolio website to showcase projects and technical skills. Demonstrates knowledge in frontend (React) and backend (Node.js) development, cloud deployment using render.co, and responsive UI design.

Restaurant Management Application

- **Technologies Used:** Angular, Spring Boot, MongoDB, GraphQL, Apollo Server, RESTful API
- **Description**: Developed a full-stack restaurant management system as part of an academic project at Centennial College.
  - Designed an Angular frontend for managing menus, orders, and customer interactions.
  - Implemented a Spring Boot backend for handling business logic, authentication, and API endpoints.

- o Utilized MongoDB for data storage and retrieval, ensuring efficient and scalable performance.
- o Applied RESTful architecture for smooth communication between client and server.
- o Showcases proficiency in full-stack development, database integration, and modern web app design following Agile methodology.

ASP.NET Cloud Movie Hosting Application

- **Technologies:** ASP.NET Core, C#, AWS EC2, AWS S3, AWS RDS, SQL Server
- **Description:** Built and deployed two cloud-based web applications using ASP.NET Core and AWS services:
    - o Built a cloud-hosted movie streaming platform with features like playlists, user authentication, and content management.
    - o Leveraged AWS S3 for media storage and AWS CloudFront for efficient content delivery.
    - o Implemented secure user management and optimized streaming performance.
    - o Continuous deployment and scaling handled via AWS CI/CD pipelines.
    - o Showcases expertise in media streaming, cloud architecture, and end-to-end ASP.NET application development.