

Omar Aziz

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Portfolio: omaraziz.co.uk

Professional Profile

An enthusiastic and forward-thinking professional, currently transitioning from a successful career in finance to pursue a passionate interest in software engineering. With over 8 years of experience delivering top-tier customer service, tackling complex problems, and thriving in high-pressure environments. Now journeying into the world of tech, driven by a long-standing fascination with the potential of technology to address real-world challenges. Ultimately looking to harness an analytical mindset, customer-centric approach, and unwavering dedication in a software engineering role. Aiming to implement a growing skillset to craft cutting-edge solutions and collaborate seamlessly with cross-functional teams.

Key skills

- Python (learning)
- HTML5 & CSS (learning)
- JavaScript, React, Next (learning)
- Tailwind, Bootstrap (learning)
- API's (learning)
- SQL (learning)
- Teamwork
- Adaptability
- Leadership
- Customer Service
- Decision Making
- Attention to detail
- Analytical thinking
- Data analysis
- Communication
- Time management
- Microsoft Office suite
- Urdu & Punjabi - Speaking

Career Summary

Software Engineering Bootcamp, Skills City

October 2023 – Present

A course which provides the building blocks and advance technical skills needed to work in Software Engineering. The program introduces various Software Engineering concepts and the opportunity to discover theory by exploring subjects online. The bootcamp also provides scope to practise and apply knowledge.

The course content includes:

- Gaining an understanding of software fundamentals.
- Building Responsive Web Applications (HTML, CSS, REACT, API's).
- Advance Python and Automation.
- Microsoft Azure fundamentals and Backend.
- Advance topics: DevOps, AI and Game Engines.
- Creating a Portfolio and working in a team on a research project to produce a solution to a given business problem. Presenting the results to the client.
- Teamwork, wellbeing, and career progression.

Evolution Money

April 2022 – July 2023

Mortgage Underwriter

- Conducted thorough financial assessments, including data analysis and manual decision-making, targeting specific markets.
- Collaborated with diverse stakeholders to verify client information, showcasing effective teamwork.
- Prepared reports following guidelines for director approval.

Mortgage Adviser

- Offered specialised advice on financial products, with a focus on optimising financial solutions.
- Cultivated and maintained professional relationships with clients, brokers, and stakeholders.
- Collaborated with vulnerable clients seeking digital solutions, facilitating positive change.

Mortgage Adviser, Gatehouse Bank

October 2020 – March 2022

- Performed detailed financial analysis, to understand individual client needs. Delivered global, data-driven financial guidance and product recommendations, emphasising data analysis and client-centric advisory.
- Cultivated and maintained professional relationships with clients, brokers, and stakeholders, offering

tailored solutions and delivering excellent customer service via phone and video calls.

- Collaborated with cross-functional teams, including legal, surveying, case management, compliance, and underwriting, to expedite case processing and completion.

Mortgage Adviser, Ocean Finance

March 2018 – October 2020

- Provided personalised financial advice, considering diverse client needs and preferences, facilitating informed decision-making.
- Developed and nurtured strong client relationships, ensuring a deep understanding of their unique requirements.
- Conducted comprehensive market research to assess and compare a wide range of financial products.
- Collaborated with various stakeholders, including legal, valuation, and compliance teams, to ensure efficient case processing and completion.

The Co-operative Bank

February 2015 – March 2018

Mortgage Associate

- Evaluated customer risk profiles for lending decisions and underwrote finance applications, demonstrating strong analytical and decision-making skills.
- Analysed data to drive team performance through presentations, showcasing data analysis and presentation abilities.
- Completed a 6-month Mortgage Adviser secondment, assessing eligibility, fact-finding, and providing recommendations in alignment with ethical policies.
- Built professional networks, collaborated with stakeholders, and acted on feedback to support business growth and improvement, highlighting strong networking and relationship-building skills.
- Consistently met targets and managed a professional diary effectively, demonstrating goal-oriented time management.
- Created and delivered training materials for 50 participants in a Retail Mortgages and Home Finance project.
- Assumed the role of Deputy Team Leader within the Co-operative Bank Leadership and Development Programme. Serving as an Authorised Supervisor responsible for training and certifying colleagues in a multi-stage Role Specific Training and Competency Scheme, demonstrating leadership and training capabilities.

Customer Advocate

- Responsively addressed customer inquiries within established standards, showcasing exceptional customer service skills.
- Proficiently assessed inquiries, offering tailored advice and solutions for high customer satisfaction.

Floor Manager, Davensport Ltd

June 2009 – December 2014

- Leading a team of five staff delegating roles and overseeing day to day operations.
- Exceeding sales targets through face to face and phone-based customer service.

Key Achievements

- Certificate in Mortgage Advice and Practice (CeMAP 1, 2 & 3)

Qualifications & Education

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| • London Institute of Finance and Banking | - CeMAP 1, 2 & 3 | September 2016 |
| • Nottingham Trent University - BSc (Hons) Biomedical Science | - Final grade – 2:2 | 2011 – 2014 |
| • Aquinas College – A levels | - Psychology (B), Biology (C), Chemistry (D), General Studies (D) | 2009 – 2011 |
| • Stockport School – GCSEs | - 10 GCSEs grades A*- C | 2004 – 2009 |

References available on request