

# Armon Hazziez

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## PROFESSIONAL OBJECTIVE

Creative and motivated IT professional with expertise in Java, SQL, HTML, CSS, Git, REST APIs, and CI/CD. Certified in CompTIA A+, CompTIA Project +, Google IT Support Professional, and ITIL v4. Skilled in Windows PC, Dell, Linux, Mac OS, iOS, and Android systems. Seeking a challenging technical position where I can apply my skills and knowledge to learn and grow in a dynamic environment.

## INFORMATION TECHNOLOGY COMPETENCIES

**Systems:** Windows PC, Linux, Mac OS, iOS and Android  
**Languages:** Java, SQL, HTML, CSS  
**Certifications:** CompTIA A+, CompTIA Project +, Google IT Support Professional, ITIL v4  
**Skills:** Quality Control (Git), REST APIs, JSON, XML CI/CD  
**Software:** ServiceNow, MS Word/Excel/PowerPoint/Outlook

## EDUCATION

### **Bachelor of Science in Software Development**

Graduation: March 2023

Western Governors University, Salt Lake City, UT

- Studies focused in Scripting and Programming Applications, Object Oriented Programming
- Courses included Java Software Development, Mobile App Development, IT Project Management, Data Management, IT Applications, Web Development Foundations, and Network and Security Foundations

## PROFESSIONAL EXPERIENCE

### **Project Coordinator/Web Developer (Non-Profit Volunteer)**

December 2020 - present

3Kings Project - Orangeburg, SC

Manage multiple projects simultaneously, ensuring timely completion within budget and scope. While also developing and maintaining the organization's website using HTML, CSS, JavaScript, JSON, and XML.

- Conducted client brief to create the organization's debut website, incorporating JSON and XML for data exchange and serialization.
- Evaluate and analyze systems and metrics in order to provide recommendations for experience improvements.
- Create and maintain high-quality documentation of all relevant specifications, systems, and procedures for future developers. Created detailed hand-off packet for future developers.
- Collaborated with internal teams and external stakeholders to gather requirements and develop solutions, utilizing JSON and XML for seamless integration with APIs and data exchange.
- Conducted training sessions on website updates and project management tools for staff and volunteers
- Coordinated with vendors and contractors to ensure project deliverables met quality standards
- Created and maintained project documentation, including project plans, status reports, and risk assessments

### **IT Support Associate**

September 2022 – Present

Georgia State University - Atlanta, GA

Respond to requests from customers troubleshooting and resolving complex technical issues within internal ticketing system using proper protocol, resulting in a 98% customer satisfaction rate.

- Providing on-site and virtual assistance to desktop, mobile, tablet, peripheral and other electronic devices.
- Assist in procurement and maintenance of student checkout equipment, supplies and inventory lists.
- Provide equipment demonstrations of digital creation equipment including cameras, microphones, lighting etc.; and services including checkout and printing. Maintain customer and vendor relationships.
- Direct student and graduate employees in support of open access labs and services.
- Report status of technology issues through various tools such as ServiceNow, Microsoft Teams, Webex, and other communication tools.

### **Tier Support II**

February 2021 – September 2022

Mobile Connections - Atlanta, GA

Provided on-site and virtual assistance to desktop, mobile, tablet, peripheral and other consumer electronic devices.

- Install, upgrade, repair as needed specified software packages including proprietary software, various Operating Systems including Windows 7, 8, 10, MacOS, Android, iOS and Linux.
- Configuring and troubleshooting network hardware and communication equipment, mobile devices and personal computers.
- Interacting with Active Directory for Moves, Adds, and Changes.
- Researched new technologies, methods and/or updates required to support various systems being serviced. Maintained ability to handle multiple changing priorities while maintaining order and progress reporting proper status' to Service Manager when appropriate.

### **Reservations Manager**

November 2013 - November 2020

Atrium Hospitality - Alpharetta, GA

Oversaw room inventory and balanced PMS and MARSHA reservation systems. Coordinate with housekeeping, sales, banquets, and restaurant to ensure each department is on one accord to satisfy anticipated group and guest needs.

- Worked directly with Regional Sales Director and Revenue Manager to increase daily occupancy rate and ADR.
- Worked in conjunction with sales and catering to handle all hotel group accounts and individual reservations through Salesforce and PMS systems.
- Assisted associates in general front desk duties resolving any issues from guests requiring manager assistance.
- Resolved customer care issues in ways that were mutually satisfactory to both guests and the company.
- Coached, monitored, and developed team members for improved performance providing one on one training to new hires and refresher courses for current associates.
- Successfully updated service policies and procedures regarding group reservations and overall check-n process.
- Balanced group accounts for billing in conjunction with Accounts Receivable, produced hotel forecast for hotel staffing and financial operations, and completed various end of the month reports.