

MOHAMMAD AZIZ

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<https://github.com/MAziz-0>

A Junior Full Stack Software Developer with a complementary background in the IT and Legal sector and experienced in working in a corporate setting heavily supporting an end-user base. Passionate for technology and writing code to create web applications that are reliable and user-friendly and enhance the user experience. Committed team member who has the proven ability to work and assist a team of professionals to perform and accomplish tasks and effectively track changes. Skilled in HTML, CSS, JavaScript, jQuery, Python, Flask & Django and eager to contribute to a tech environment and team. I'm dedicated and ready to develop software that is customized to meet a company's organizational needs, highlight their core competencies, and further their success. I am currently studying React to advance my studies into the tech field further.

EXPERIENCE

OCTOBER 2020 – FEBRUARY 2021

GLOBAL SERVICE SPECIALIST, CLYDE & CO LLP

- Answering and logging up to 30 to 40 calls a day and resolving unassigned tickets
- Assisted with a Global rollout of Windows 10 laptops and iPhone upgrades.
- Experienced working in a Assyst environment
- Heavily focused on 1st/2nd Line support with troubleshooting, establishing P2/P1/MI and escalating and creating incident reports
- Experienced Legal apps such as Axxia, Mattersphere, ProLaw and used Workshare suite.
- Focused heavily on remote support due to Covid-19

Project Work: Windows 10 Rollout / Azure management

FEBRUARY 2020 – FEBRUARY 2020

IT ANALYST CLOUD MIGRATION, TEACHER STERN LLP

- Assisted with upgrading Citrix Workspace on 140 machines.
- Created knowledge articles to assist Analysts and End users.
- Reported feedback to Senior Management

Project Work: Cloud migration (Sprout to Pulsant)

AUGUST 2019 – JANUARY 2020)

2ND LINE IT ANALYST, CHARLES RUSSELL SPEECHLYS

- Experienced working in a Cherwell environment
- Experienced with iManage Legal database (SQL Server)
- Heavily focused on 2nd Line support with troubleshooting, establishing P2/P1/MI and escalating and creating incident reports

- Worked with Web developer make changes to company Intranet
- Managed queue during staff shortfall and assigned tickets to other Analysts to maintain queue.
- Created knowledge articles to help other analyst with fixes for known issues.
- Assisted with training 1st line analysts whilst contract was ending to allow for a smooth transition.
- Initial contract was 6 weeks – contract was extended four times thereafter.
- Motivated to resolve all tickets within ten minutes of logging to ensure best service.
- Supported 1100 users from London and EMEA area.
- Worked closely with 3rd line team and had exceptional relations with all members of staff.

Project Work: 3E/Windows10/Citrix Share file rollout

DATES FROM – TO

SERVICE DESK ANALYST, HERBERT SMITH FREEHILLS UK LLP

- Technical support for various apps.
- Resolving 50 - 70 tickets a day including calls and assigned tickets.
- S2S team – Business hours and out of hours support for 5000+ active users globally.
- Service now Environment– Service queue resolving and coordinating.
- Liaising with 2nd/3rd line teams to investigate and resolve complex incidents.
- MI's/P2 Management or escalating to our Service management team to raise an incident.
- Trained to monitor alerts for server infrastructure and escalating to the relevant teams in Australia.
- Application deployment through Active Directory/SCCM/Local set up
- iManage matter management – Refiling/ Information barrier matters/Administration
- Hardware support for Blackberry, Laptop, Desktop, Samsung, iPhone, Surface Pro/Laptop and BYOD
- Training new employees/contractors/apprentices and assisting the team with incidents that they are unable to resolve
- Voluntarily did the meeting minutes for weekly team meeting.

Project Work: Office 2016 roll out, Aderant Expert 8.2 rollout

JULY 2018 – MARCH 2019

IT APPRENTICE, KATTEN UK LLP

- IT Support – Deskside & Remote supporting end using with software and hardware problems.
- Service Now Environment – Ticket and Asset tracking
- Establishing effective working relationships with IT teams throughout the firm and user base
- Basic PowerShell/CMD usage.
- Providing guidance and advice to users on the user of hardware and applications

Project Work: Asset removal/ Windows 10 Rollout

SOFTWARE PROJECTS

TECHNOLOGIES USED: HTML, CSS, BOOTSTRAP

MY PORTFOLIO

My-Portfolio website was made to showcase my initial first experience in Frontend development. Using the Bootstrap framework alongside HTML and CSS, I made a minimalist and clean single scrolling web page that uses a dark theme

TECHNOLOGIES USED: HTML, CSS, JAVASCRIPT, JQUERY

NARUTO MEMORIES (CARD GAME)

A popular memory card game with a fanfare twist. I've utilised the above technologies to create an engaging game that is logic-based, I was able to delve into procedural programming using the JavaScript language.

TECHNOLOGIES USED: HTML, CSS, PYTHON, FLASK, MONGODB, HEROKU

NOTTREAL SOLICITORS WEBSITE

I have created a web application fit to showcase a faux solicitor's firm, Nottreal Solicitors which is inspired by the firms I have worked at in the past. Using my experience in the Legal sector. I've utilised the above technologies to create a responsive company website using Flask as the main framework; the main features included user authentication, a custom message board using CRUD functions. MongoDB was used to store data and the website was deployed via Heroku using Git.

TECHNOLOGIES USED: HTML, CSS, PYTHON, DJANGO, SQLITE3, POSTGRESQL, AWS & SDK

MERGE STORE (E-COMMERCE WEBSITE)

I have created a web application that showcases an e-commerce store that sells a curated collection of highly-rated tech. Tech websites inspire Merge Store. A full functional e-commerce website was created using Python/Django and multiple libraries imported; its main features include a products page, user authentication, shopping (adding to cart), Checkout system using the Stripe API, Customer reviews and a Contact Us page. Error feedback and Crud functionality is found throughout the website.

ALL PROJECTS CAN BE FOUND ON MY GITHUB: [HTTPS://GITHUB.COM/MAZIZ-0](https://github.com/MAZIZ-0)

EDUCATION

DECEMBER 2021

PROFESSIONAL DIPLOMA, FULL-STACK SOFTWARE DEVELOPMENT, CODE INSTITUTE

Full-stack development course which included core languages such as HTML, CSS, JavaScript, Python with accompanying frameworks.

SEPTEMBER 2018

PROFESSIONAL DIPLOMA IN LAW & PRACTICE, UNIVERSITY OF WESTMINSTER

Level 3 Professional Diploma in Law, covering all areas of law, heavily focused on research and compiling information.

Current Self Study:

- React
- Machine Learning (Python)
- Adobe Suite

SKILLS

- Communication (Utilising MS Teams, Slack etc.)
- Problem solving (Previous experiences are heavily involved in troubleshooting)
- Team Player
- Technical literacy (HTML, CSS, JavaScript, Python)
- Attention to detail

ACTIVITIES

I have a few passions such as working out and trying to better my fitness, like most developers I love video games and grew up playing them and fascinated by the dev teams that created work (in my eyes) almost comparable to art. I enjoy everything PC related and have built and fixed a fair few of computers myself. At the moment I am very interested in the Cryptocurrency space and would like to learn some Solidity at some point to understand Decentralized contracts. I voluntarily help family, friends, associates with building websites as I get to experience catering my UX design towards their needs.