

# Sazzad Ali

Sydney NSW Australia

**Qualification:** Bachelors in Information Technology

**Visa Status:** Full Working Rights

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**Portfolio:** [sazzadali-portfolio](#)

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## CAREER OBJECTIVE

**Tech-savvy AI Software Engineer and Web Developer** with strong communication skills and hands-on customer service experience. Skilled in blending technical expertise with end-user empathy to deliver high-quality digital products and support. Looking to join a forward-thinking company where I can contribute to both tech development and user success.

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## SKILLS

- Effective Problem Solver.
  - Ability to multi-task and prioritise tasks accordingly
  - Effective Analytical Thinking & Decision Making
  - Effective Communicator
  - Ability to work within a team
  - Strong Australian work ethic
  - Punctual, reliable, honest, and fast learner
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## PROJECTS

### ❖ [Hotel Hera Lodge Website](#)

**Objective:** Designed and developed a fully responsive and user-friendly website for Hotel Hera Lodge, enhancing its online presence and user experience. Also created a custom logo and banner to align with the brand identity.

**Tools:** HTML, CSS, JavaScript, WordPress, Photoshop, Illustrator, Figma

**Outcome:** Delivered a sleek, functional, and visually appealing website that improves accessibility and engagement for potential guests.

### ❖ [Brainwave with React on Vite](#)

**Objective:** To highlight my frontend, react skills and to focus on delivering a clean, modern, and engaging user interface.

**Tools:** HTML, CSS, ReactJs, Git, GitHub

**Outcome:** This project is a testament to my dedication to continuous learning and development. It's a stepping stone towards more complex and feature-rich applications in the future.

### ❖ [Modern UI/UX GPT-3 Website – Frontend](#)

**Objective:** To highlight my foundational-React skills and to focus on delivering a clean, modern, and engaging user interface.

**Tools:** HTML, CSS, ReactJs, Git, GitHub

**Outcome:** The project challenges provided valuable learning experiences, strengthening my problem-solving skills and deepening my understanding of React.js components, props, State, and modern web development practices.

## ❖ College Capstone Project A & B

**Objective:** To Design an Online Bakery System Website for a Restaurant

**Tools:** HTML, CSS, JavaScript, PHP, MySQL Database, XAMPP Server

**Outcome:** Successful completion of the website and achieved **Higher Distinction**.

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## Experience

### IT Support & Web Developer Intern

eSafety Supplies — Jan 2022 – Apr 2022

#### Key Skills & Learning:

- Managed WordPress, WooCommerce, and SEO/SEM.
- Created product swatches and improved website performance.
- Integrated listings with eBay, Kogan, MyDeal & Catch.
- Gained real-world team experience and hands-on web development skills.

### Customer Service Representative

Hertz Car Rental, Sydney

#### Key Skills & Learning:

- Assisted customers and explained vehicle systems clearly.
- Used cars+ system for fleet tracking and availability updates.
- Coordinated logistics, vehicle inspections, and inter-branch communication.
- Delivered excellent service in a fast-paced, high-volume environment.

## Additional Customer Service Experience

### Drive-Thru Customer Service

El Jannah, Sydney NSW

- Delivered efficient, high-volume service with accuracy and a customer-first approach.
- Handled cash and digital transactions at the POS terminal.

### Online Dispatch Team Member

Woolworths CFC, Mascot NSW

- Packed and managed online orders, product data, and returns.
- Resolved customer queries and ensured timely delivery handling.

### Store Manager (FOH & Operations)

Mister Burger, Redfern NSW

- Oversaw day-to-day operations, inventory, and food safety standards.

- Led the front-of-house team and was promoted for performance and leadership.

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## ACHIEVEMENTS / AWARDS

- Awarded as “**Dean’s Lists for achieving Higher Distinction** in Course Units & for Outstanding Academic Performances”.
- Received Kent Institute Australia **International Student Scholarship Award** throughout the study period.

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## LEARNINGS & ACTIVITY

Participated in **CommWealth Bank Careers Tech Program** with [The Forage](#)

|                |                      |             |
|----------------|----------------------|-------------|
| UI & UX Design | Software Engineering | AI Robotics |
|----------------|----------------------|-------------|

Participated in **Software Virtual Experience at JP Morgan Chase & Co** with [The Forage](#)

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|--|--|-----------------------------------|
| Interface with a stock price data feed | Use JPMorgan Chase frameworks and tools. | Display data visually for traders |
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## PROFESSIONAL AFFILIATION

Australian Computer Society (ACS) - Member ID: [#4322526](#)

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## REFERENCES

Available upon request.