

Hamzeh O Albaz

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HIGHLIGHTS OF QUALIFICATIONS

- Conducted one research project and three juried projects.
- Completion of 2 years as scanning coordinator.
- Conflict resolution and problem-solving skills gained from 3+ years of customer service work.
- Solid organizational and project management skills; ability to resolve issues through completion
- Leadership, interpersonal communication and collaboration skills gained from serving four years as a student-athlete and holding two officer roles in campus organizations

SUMMARY OF TECHNICAL QUALIFICATIONS

CERTIFICATIONS:

- AWS Certified Solutions Architect, Google Certified Professional Cloud Architect

OPERATING SYSTEMS:

- Windows, Windows Server, VirtualBox

NETWORKING:

- Design, Configuration, and Troubleshooting of LAN, WAN, Cloud, and Wireless systems.

PROGRAMMING LANGUAGES:

- C, C++, Java, JavaScript, Python

WEB DEVELOPMENT:

- HTML, HTML5, CSS, JavaScript, WordPress

DEVELOPMENT MANAGEMENT TOOLS:

- Git, GitHub

CLOUD HOSTING:

- Microsoft Azure, AWS, Google Cloud

HARDWARE/SYSTEMS:

- Windows PC, Mac, Microcontrollers, Arduino

SOFTWARE DEVELOPMENT LIFE CYCLES(SDLC):

- Agile, Scrum, Waterfall, Spiral

EMERGING TECHNOLOGIES:

- Virtual Reality, Metaverse, Digital Currency, Blockchain, Robotics, Artificial Intelligence

EDUCATION

Bachelor of Science in Computer Science
Lewis University, Romeoville, IL

Expected: May 2024
GPA: 3.5/4.0

PROJECTS

Morse Code: Final Engineering Project at College of Dupage

- Built a Morse Code project using C# language and Arduino.

Quick VLSI Chip Creation: Personal Project

- Created hardware compiler that read a C++ program and physically designed a suitable microprocessor intended to run that specific program. Demonstrated how one person could design a large-scale microprocessor in only three weeks

RESEARCH AND PRESENTATIONS

Lewis University Faculty-Supervised Research Projects:

- Model of Facial Parameter Extraction and Animation (Advisor: Dr. Persi Diaconis)
- Highly Efficient Kerberos Style Authentication and Authorization for Cloud Computing (Advisor: Dr. Susan Sims)

Presentations:

- Ugtech, R.Q. (20XX, April). Model of Facial Parameter Extraction and Animation. Poster session presented at the annual Lewis University Celebration of Scholarship, Romeoville, IL.

EXPERIENCE

IS Help Desk Assistant Manager

August 2021 – Present

Veritas National Bank System, Chicago, IL

- Resolve all level 1 – 3 support incidents and escalate when needed
- Provide professional service to internal and external customers including effective management and response to incoming telephone calls, electronic mail, voice mail, and electronic support tickets
- Monitor workflow, ensure deadlines are met and daily procedures are completed successfully; make recommendations to increase production and improve efficiency

Server

Summers 2019 – 2019

Black Olive Delight, Tinley Park, IL

- Trained new servers in proper sanitation techniques, upselling, and customer service
- Welcomed guests and took orders; served at large corporate dinners (150+ guests)
- Processed 15 – 20 cash and credit card transactions daily
- Resolved customer complaints to ensure satisfaction and generate repeat customers

Student Worker

August 2020 – May 2021

Business Office, Lewis University, Romeoville, IL

- Answered phones and directed callers (approximately 20 – 25 callers per day)
- Filed confidential financial documents

HONORS AND AWARDS

- Dean's List, Lewis University
- Recipient, Christian Brothers Scholarship for academic achievement, 2021 – Present
- Recipient, Rising Sales Award, Black Olive Delight, April 2020

LANGUAGE SKILLS

- Fluent in English and Arabic
- Semi-fluent in Spanish