

Rohan Gazi

West Yorkshire

07842183940 | rohangazi30@gmail.com | <https://www.linkedin.com/in/rohan-gazi-b33485256/> | <https://github.com/rohan3123> | <https://rohan3123.github.io>

PERSONAL PROFILE

Highly motivated Computer Science graduate with expertise in technical support, DevOps, and SQL database management. Skilled in troubleshooting, system optimisation, and process improvement, with a proven ability to solve complex problems in fast-paced environments. Adept at bridging the gap between technical teams and business goals. Seeking a Systems Analyst or senior IT role to leverage my technical skills and drive operational success.

WORK EXPERIENCE

First Line Support Executive & DevOps Support | Salon Tracker Ltd Sept 2024 to Present

- Provide technical support to clients, resolving software, hardware, and network issues related to the company's salon management software.
- Manage and resolve SQL database queries, including troubleshooting and optimising database performance to improve system efficiency.
- Collaborate with development teams to test and deploy new software features and updates, ensuring smooth integration and performance.
- Assist in DevOps tasks, including setting up and maintaining environments, automation scripts, and software deployments.
- Lead hardware setup for customer installations, including systems and network configurations for new clients.
- Maintain service tickets and ensure all incidents, service requests, and escalations are tracked and resolved in a timely manner.
- Provide insights on process improvements, enhancing customer service efficiency and internal operations.

IT Support Brilliance Club Ambassador | Brilliant Club Jun 2022 to Jun 2023

- Provided technical support to underfunded sixth form and college students, focusing on resolving IT-related issues and improving their digital literacy.
- Assisted in troubleshooting basic networking problems and IT queries, enhancing communication and problem-solving skills.
- Developed and delivered IT workshops, enabling students to build foundational tech skills.

Waiter | Red Chilli Jun 2019 to May 2021

- Strong communication and customer service skills to manage customer lines and interactions effectively.
- Gained experience in using POS systems, providing a foundation in handling IT systems within a business environment.

EDUCATION & QUALIFICATIONS

Nottingham Trent University - Bachelor's degree – BSc Computer Science 2021 to 2024

- Specialisations: Artificial Intelligence & Machine Learning, Cloud Computing, System Analysis & Design, Software Engineering, Information & Database Engineering, IT Infrastructure, Network Security, Database Management

- Achieved 2.1

Leeds City College - Level 3 Diploma - Computer Science

2019 to 2021

- Achieved Distinction, Distinction, Distinction

One In a Million Free School - GCSE

2014 to 2019

- Maths - 4
- English Language & Literature - 5
- Combined science - 5-4
- Health and social care - Merit
- Creative media - Distinction

KEY SKILLS

- **Technical Troubleshooting & Support:**
Proficient in diagnosing and resolving a wide range of IT issues, including hardware, software, and network problems on Windows operating systems. Demonstrated ability to provide timely solutions in high-pressure environments, ensuring minimal downtime for users.
- **Customer-Centric IT Support:**
Exceptional communication skills with a proven ability to translate complex technical issues into user-friendly language. Experienced in delivering top-tier customer service, consistently achieving high customer satisfaction ratings.
- **Microsoft Ecosystem Expertise:**
Advanced skills in Windows 10/11, Windows Server (2016-2022), and Active Directory administration. Extensive experience in Microsoft 365 management, including user account setup, security configurations, and troubleshooting.
- **Security & Compliance Awareness:**
Knowledgeable in ISO 27001 standards and cybersecurity best practices. Committed to maintaining system integrity and protecting sensitive data through vigilant security measures.
- **ITIL & Service Management:**
Practical understanding of ITIL principles with hands-on experience in managing service desk operations. Skilled in incident management, problem resolution, and process improvement to enhance IT service delivery.
- **Network Administration:**
Basic knowledge of network protocols, remote access solutions, and network security. Capable of supporting and maintaining secure and efficient data communication systems.
- **Software Deployment & Configuration:**
Experienced in the installation, configuration, and maintenance of PCs, laptops, and peripherals. Proficient in software deployment, including system updates, patches, and upgrades across various environments.
- **Programming & Scripting:**
Competent in programming and scripting languages such as **Python, Java, C++, C#, and SQL**. Able to develop and maintain small-scale applications and scripts to automate tasks, improve system efficiency, and manage databases effectively.
- **Database Management:**
Skilled in SQL for querying, managing, and maintaining relational databases. Experience in database design, data retrieval, and optimising database performance in support of business operations.
- **Web Technologies:**
Familiar with HTML5, CSS, and basic JavaScript for creating and maintaining web interfaces. Experience in using these technologies to support internal tools and improve user experience.
- **Documentation & Process Optimisation:**
Strong attention to detail in maintaining technical documentation, with a focus on clarity and accuracy. Proactive in suggesting and implementing process improvements to streamline operations and enhance service quality.

PERSONAL PROJECTS

AI-Powered Chatbot

- Python, NLTK; Implemented ML algorithms, trained and deployed model.

Rotor System

- HTML5, CSS, SQL; Users log their shifts, shift data saved to the cloud on Apache Tomcat.

Face Detection System

- Python, OpenCV, Tkinter; Detects faces and features, encrypted saved faces.

University Coursework Projects

- Worked on various projects, including database management systems and cloud computing applications, applying theoretical knowledge to practical scenarios.

Interests and Hobbies

Passionate about technology advancements, cybersecurity, and game development. Enjoy developing small projects in Python, Java, and HTML/CSS. Avid gamer with an interest in analysing game mechanics. Enjoy reading about technology, science fiction, and self-improvement. Also, enjoy playing the guitar and exploring different music genres.

REFERENCES

Zoheir Ezziane | Senior Lecturer at Nottingham Trent University, email: zoheir.ezziane@ntu.ac.uk, +44 115 84 83282