Rohan Gazi

West Yorkshire

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**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