

Steven Aziz

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EDUCATION

Bachelor of Science (B.S.), Computer Science

Seattle Pacific University

June 2025

Seattle, WA

- **GPA:** 3.47; **Awards:** Dean's List (academic honors award, received multiple times), Director's Grant (merit-based scholarship)
- **Relevant Coursework:** Algorithm Design & Analysis, Applications Programming, Computer Networks, Cybersecurity Fundamentals, Data Structures, Database Management, Operating Systems, Systems Design, and Software Engineering

WORK EXPERIENCE

Customer Support Specialist

Rippling

October 2025 – Present

Remote - Seattle, WA

- Delivered expert product support by resolving customer issues end-to-end and maintaining deep, up-to-date knowledge of Rippling's platform.
- Responded promptly to customer inquiries across email, chat, and video, while documenting all interactions in the CRM to ensure accuracy and continuity.
- Collaborated with Product and Engineering teams by sharing customer insights, helping drive product improvements and elevate overall customer satisfaction.

Technical Expert

Apple

May 2022 – April 2025

Onsite - Tukwila, WA

- Diagnosed and repaired 3,000+ iOS hardware and software issues across iPhone, Apple Watch, AirPods, and Apple TV, balancing technical precision with a strong customer focus, achieving a top TMS score of over 94 (scale of -100 to 100).
- Mentored junior team members on troubleshooting best practices and customer service, contributing to team knowledge and performance in a fast-paced retail environment, achieving an exceptional team-wide 2.5 sessions per queued hour.
- Communicated complex technical problems in simple terms, helping customers make informed decisions while maintaining service accuracy and meeting productivity goals, achieving an exceptional team-wide 92%+ Same-Unit Repair (SUR) rate.

Specialist

Apple

August 2021 – May 2022

Onsite - Tukwila, WA

- Delivered exceptional customer service by uncovering hidden needs, presenting tailored Apple solutions, and educating customers on products, services, and purchase options.
- Navigated complex customer interactions by managing expectations collaboratively with team and leadership, ensuring accuracy and consistency across store operations.

PROJECTS

The Graduation Planning App (GPA)

Node.js, React.js, Express.js, MySQL, Python, SupaBase

September 2023 – June 2024

- Collaborated with a team of four to plan, design and develop a full-stack web application that scrapes and parses transcripts to automatically generate optimized course schedules that meet the student's graduation requirements, saving hours of labor.
- Authored the database schema and its backend APIs, the course prerequisites parser, and the core scheduling algorithm, ensuring scalability for 1,000+ users and 500+ course sections.
- Managed project documentation, coordinated hundreds of team meetings, maintained development tools, and presented the final product to a board of industry professionals.

Lexical & Syntax Analyzer

Rust, SWI-Prolog, MIT-Scheme, Cargo

September 2023 – October 2023

- Developed a compiler front end in Rust, implementing a lexical analyzer and recursive-descent parser for a domain-specific language (DA) used in data analysis workflows.
- Designed and built error-handling logic to detect and report the first lexical or syntax error ("ostrich model"), ensuring clean processing before code generation.
- Generated valid Scheme or Prolog code from parsed DA input based on CLI flags, enabling statistical operations such as linear regression and correlation in downstream scripts.

Expression Simplifier

C++, CMake, Valgrind, CLion

November 2021

- Built binary expression trees from postfix algebra using C++; parsed tokens and constructed node-based tree structures with stack logic.
- Recursively simplified expressions via arithmetic rules, identity simplifications, and distributive transformations; ensured correctness and memory safety through Valgrind testing and structured input validation.

TECHNICAL SKILLS

- **Programming Languages:** Proficient in C++, Rust, Node.js, Scheme, Prolog, Python, MySQL, MongoDB, HTML, and CSS
- **Microsoft Certified:** Azure Developer Associate (Issued June 2025, Credential ID 4F2EDBB3C8822F0C)
- **Tools & Frameworks:** Express.js, Docker, GitHub, Visual Studio Code, Figma, Lucid, Jira, and Confluence