Steven Aziz

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SKILLS

- **Programming Languages**—Proficient in HTML, CSS, JavaScript, C++, MySQL, Rust, MIT-Scheme, SWI-Prolog, and Node.js; Familiar with C, Assembly Language, Java, Python and MongoDB
- **Cloud Computing**—Proficient Microsoft Azure software developer, familiar with Amazon Web Services (AWS)
- **Database Engineering**—Experienced relational database schema designer and expert SQL query engineer
- **Communication**— Excellent written & oral communication skills
- **Teamwork**—Collaborative, results-driven, problem-solver, enthusiastic for growth, and with limitless curiosity
- **Languages**— Native proficiency in spoken and written Arabic

WORK EXPERIENCE

Technical Expert   **May 2022 – April 2025**
Apple; Tukwila, WA
- Troubleshooted, diagnosed, repaired, and resolved issues with iOS devices, Apple TV, Apple Watch, Beats and AirPods, and other iOS-enabled devices and their accompanying software for a 93%+ successful Same-Unit Repair (SUR) rate.
- Mentored team members on technical and customer service issues while modeling exceptional customer care.
- Explained complex issues in a digestible, easy-to-understand manner using my extensive hardware and software knowledge.
- Balanced numerous Genius Bar priorities while setting reasonable expectations for customers and keeping them informed.

Specialist   **August 2021 – May 2022**
Apple; Tukwila, WA
- Uncovered hidden customer needs/wants and presented relevant solutions to enrich customers' lives.
- Collaborated with team members and leaders to manage challenging customer expectations and complex interactions while delivering world-class service.
- Generated customer excitement by sharing my passion for technology and offering all of Apple to every customer.

Tech Specialist   **July 2021 – September 2021**
Staples; Seattle, WA
- Advised customers and business owners on solutions that improve their productivity (and expand their business).
- Managed the *Tech Bench* and performed PC hardware and software repairs while explaining the benefits of Staples' tech help/hardware coverage plans to each customer.
- Updated store merchandising for hundreds of products and assisted the Operations team in auditing and securing valuable inventory.

Tech Consultant   **May 2020 – July 2021**
Target; Seattle, WA
- Managed the tech department as a senior tech consultant at one of the largest Target stores in my market.
- Guided customers through experiencing and understanding new technology while simplifying product features and benefits to help customers understand the benefit of a specific product and how it can meet their needs.
- Tracked valuable tech inventory as a key holder, received and merchandised goods, and assisted the Operations team in performing regular audits of the department.

CERTIFICATIONS

Microsoft Certified: Azure Developer Associate   **June 2025**
- Passed an examination demonstrating competency in developing Azure compute solutions, developing for Azure storage, implementing Azure security, monitoring/troubleshooting/optimizing Azure solutions, and connecting to and consuming Azure and third-party services.

EDUCATION

Bachelor of Science, Computer Science   **June 2025**
Seattle Pacific University; Seattle, WA
- **GPA:** 3.47
- **Awards**: Dean's List (awarded multiple times) and Director's Grant

ADDITIONAL EXPERIENCE

Software Developer & People Operations Planner (POP)   **September 2023 – June 2024**
Team Horizon, Seattle Pacific University
- Applied numerous software development skills with the Agile Scrum methodology to plan, design, and build a new software product called the Graduation Planning App (GPA) that enhances students' graduation planning experience at Seattle Pacific University by offering a personalized class schedule that meets their specific graduation requirements.
- Planned all team meetings, managed team communication channels, provisioned commercial software development tools and access privileges, and produced multiple professional presentations, demos, and videos for the Board of Advisors.