Steven Aziz

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EDUCATION

Bachelor of Science (B.S.), Computer Science   **June 2025**
Seattle Pacific University   *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

Technical Expert   **May 2022 – April 2025**
Apple   *Tukwila, WA*
- Diagnosed and repaired *hundreds* of 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*.

Tech Consultant   **May 2020 – July 2021**
Target   *Seattle, WA*
- Advised *thousands* of guests on consumer tech solutions by understanding their needs and recommending devices, accessories, and protection plans, ensuring an informed and personalized experience.
- Maintained a well-organized, engaging sales floor by managing inventory, setting dozens of displays, and staying current on tech trends and continuous product releases.
- Collaborated with team members to solve customer issues efficiently, adapt to shifting priorities, and maintain high standards in a fast-paced retail environment.

Stage Technician   **October 2016 – October 2018**
Highline Performing Arts Center   *Seattle, WA*
- Coordinated with team members and external vendors to safely set up and tear down complex stage equipment for live performances, ensuring readiness days or weeks in advance.
- Operated lighting systems, curtain controls, and other complex stage equipment with precision during shows while maintaining clear communication via headset with the tech team. Supported front-of-house operations by assisting with ushering duties.

PROJECTS

The Graduation Planning App (GPA)   **September 2023 – June 2024**
Node.js, React.js, Express.js, MySQL, Python, SupaBase
- 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 to build an optimized course flowchart that satisfies a student's graduation requirements and preferences.
- 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   **September 2023 — October 2023**
Rust, SWI-Prolog, MIT-Scheme, Cargo
- 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   **November 2021**
C++, CMake, Valgrind, CLion
- 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