

# Steven Aziz

hello@stevenaziz.com | stevenaziz.com

## EDUCATION

<b>Bachelor of Science (B.S.), Computer Science</b> <i>Seattle Pacific University</i>	<b>June 2025</b> Seattle, WA
<ul style="list-style-type: none"><li>• <b>GPA:</b> 3.47; <b>Awards:</b> Dean's List (academic honors award, received multiple times), Director's Grant (merit-based scholarship)</li><li>• <b>Relevant Coursework:</b> Algorithm Design &amp; Analysis, Applications Programming, Computer Networks, Cybersecurity Fundamentals, Data Structures, Database Management, Operating Systems, Systems Design, and Software Engineering</li></ul>	

## WORK EXPERIENCE

<b>Customer Support Specialist</b> <i>Rippling</i>	<b>October 2025 – Present</b> Remote - Seattle, WA
<ul style="list-style-type: none"><li>• Delivered expert product support by resolving customer issues end-to-end and maintaining deep, up-to-date knowledge of Rippling's platform.</li><li>• Responded promptly to customer inquiries across email, chat, and video, while documenting all interactions in the CRM to ensure accuracy and continuity.</li><li>• Collaborated with Product and Engineering teams by sharing customer insights, helping drive product improvements and elevate overall customer satisfaction.</li></ul>	
<b>Technical Expert</b> <i>Apple</i>	<b>May 2022 – April 2025</b> Onsite - Tukwila, WA
<ul style="list-style-type: none"><li>• 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).</li><li>• 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.</li><li>• 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.</li></ul>	
<b>Specialist</b> <i>Apple</i>	<b>August 2021 – May 2022</b> Onsite - Tukwila, WA
<ul style="list-style-type: none"><li>• Delivered exceptional customer service by uncovering hidden needs, presenting tailored Apple solutions, and educating customers on products, services, and purchase options.</li><li>• Navigated complex customer interactions by managing expectations collaboratively with team and leadership, ensuring accuracy and consistency across store operations.</li></ul>	

## PROJECTS

<b>The Graduation Planning App (GPA)</b> <i>Node.js, React.js, Express.js, MySQL, Python, SupaBase</i>	<b>September 2023 – June 2024</b>
<ul style="list-style-type: none"><li>• 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.</li><li>• 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.</li><li>• Managed project documentation, coordinated hundreds of team meetings, maintained development tools, and presented the final product to a board of industry professionals.</li></ul>	
<b>Lexical &amp; Syntax Analyzer</b> <i>Rust, SWI-Prolog, MIT-Scheme, Cargo</i>	<b>September 2023 – October 2023</b>
<ul style="list-style-type: none"><li>• 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.</li><li>• Designed and built error-handling logic to detect and report the first lexical or syntax error ("ostrich model"), ensuring clean processing before code generation.</li><li>• 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.</li></ul>	
<b>Expression Simplifier</b> <i>C++, CMake, Valgrind, CLion</i>	<b>November 2021</b>
<ul style="list-style-type: none"><li>• Built binary expression trees from postfix algebra using C++; parsed tokens and constructed node-based tree structures with stack logic.</li><li>• Recursively simplified expressions via arithmetic rules, identity simplifications, and distributive transformations; ensured correctness and memory safety through Valgrind testing and structured input validation.</li></ul>	

## 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