UMER AZHAR

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EDUCATION

York University   2017 - Present
BA, Hons, Information Technology – GPA: 7.88

Oracle   2020
Oracle Certified Associate Java SE 8 Programmer

EXPERIENCE

Smart Brain

Full-Stack Web App - React, Node, Express, PostgreSQL, noSQL - Redis, JWT   2020
- A mobile friendly dockerized React Web App
- Implemented a secure RESTful Express backend API
- Created and managed a secure PostgreSQL database to store user information and login details
- Used JWT tokens stored in a secure Redis – noSQL database, to manage user sessions securely, while optimizing it for best performance
- Utilized Clarifai API to detect faces in images.

RoboFriends

Front-End - React, Redux, JSON, Snapshot testing, Unit testing, Integration testing   2020
- Built a React Progressive Web App
- Utilized a Redux store to manage state
- Implemented search functionality to search through a number of robots - built from JSON data
- Tested all components using snapshot testing
- Wrote unit tests for pure functions
- Tested cross communication using integration tests

Ministry of Government and Consumer Services

Service Desk Analyst   Sep 2020 - Present
- Providing Tier 1 end user support to all clusters and departments of Government of Ontario, with 60,000+ work force
- Proposed a secure self-service password reset portal for company supported applications ICON and ONBIS using Smart Brain as a template, resulted in reduction of password reset calls by 80%
- Maintaining a 99%+ satisfaction rate based on customer surveys and consistently logging and monitoring ticket status to ensure fast, quality resolution of every issue
- Using technical, analytical and communication skills to accurately identify user needs and provide effective solutions
- Supporting LCS and CRS for Service Ontario

Ministry of Government and Consumer Services

End User Analyst   May 2020 – Aug 2020
- Provided Tier 2 end user support to all clusters and departments of Government of Ontario, with a 60,000 + work force.
- Supported, installed and troubleshooted software, workstations, laptops, mobile phones, and printers
- Provided remote support for 99% of the tickets during COVID – 19 global pandemic
- Assisted service desk with calls and ticket creation during peak hours

LoyaltyOne (Airmiles)

Desktop Service Representative   Jan 2017 – Apr 2017 | Sep 2017 – Dec 2017
- Represented the Business Technology department at LoyaltyOne's first expo, receiving recognition from the department head, manager and team
- Worked with the project team to prepare and test Windows 10 image using Microsoft's System Center Configuration Manager – SCCM
- Automated new hire equipment onboarding process as well as laptop upgrades process using PowerShell and VBScript, eliminating the need for a Desktop Service Representative to set up the equipment for the user
- Presented my script and outlined how PowerShell and VBScript can reduce processing time for certain tickets and automatically resolve other windows support tickets, in a lightning talk – a bi-weekly event
- Participated in the large-scale deployment of Microsoft Windows 10 to all end users
- Worked with the project team to enroll JAMF into LoyaltyOne's environment for Mac deployment and support
- Managed setup, installations and troubleshooting of software, workstations, laptops, AV equipment, mobile phones, printers, scanners and computer networks

SKILLS

Programming Languages:	JavaScript, ES6-ES.2020, TypeScript, Java, HTML, CSS, Python
Version Control:	Git
Frameworks/Libraries:	React, Redux, Express, CI/CD, Ajax
Databases:	SQL, PostgreSQL, noSQL, Redis
Tools:	Docker
Testing:	Unit Tests, Integration Tests, Snapshot Tests

ACHIEVEMENTS

Included in Sessional Academic List at York University

Inducted as a member of the prestigious Golden Key International Honor Society for being among the top academic performers at the University

Nominated twice as an Ambassador for University's internship program based on employers' excellent reviews