

## UMER AZHAR

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## SKILLS

- **LANGUAGES:** JAVASCRIPT, TYPESCRIPT, JAVA, PYTHON
- **VERSION CONTROL:** GIT
- **FRAMEWORKS / LIBRARIES:** REACT, REDUX, EXPRESS, AJAX, TYPEORM, VUE, NODE
- **DATABASES:** MYSQL, POSTGRESQL, MONGODB, REDIS
- **TOOLS:** DOCKER
- **TESTING:** UNIT TESTS, INTEGRATION TESTS, SNAPSHOT TESTING, JEST, MOCHA, CHAI

## EDUCATION

### York University

Bachelor of Arts in Information Technology - Apr 2021

Graduated with distinction - *magna cum laude*.

Member of prestigious **Golden Key International Honor Society** for being among the **top academic performers** at the University.

## PROJECTS

- **SMART BRAIN:** REACT, NODE, EXPRESS, POSTGRESQL, NOSQL - REDIS, JWT, AWS LAMBDA
- **ROBOFRIENDS:** - REACT, REDUX, JSON, SNAPSHOT TESTING, UNIT TESTING, INTEGRATION TESTING, JEST

## EXPERIENCE

### Software Developer – Full Stack

RentSync

May 2021 - Present

- Designed and developed new web-based products and services using **Typescript, Vue, Node, TypeORM** and **SQL**.
- Updated and enhanced existing products like Call Tracking logs increasing **customer satisfaction rate by 70%**.
- Led QA team to streamline automated testing which included best practices for **version control (git)** training.
- Created E2E testing **docker** image to be included as a part of the current CI/CD, resulting in fewer bugs and breaking builds
- Reworked the front-end platform and backend API to utilize best **Typescript, Vue** and **Node** practices to address tech debt. This resulted in faster UI experience, decreasing the average response time across the platform **by 86.17%**.
- Improved database to move away from complex data table views to simpler and faster SQL queries as part of tech debt.

### Service Desk Analyst

Ministry of Government and Consumer Services

Sep 2020 – Apr-2021

- Provided Tier 1 end user support to all clusters and departments of Government of Ontario, with 60,000+ work force.
- Proposed, designed and implemented a secure self-service password reset portal for company supported applications ICON and ONBIS using Smart Brain, a personal **React** project, as template, resulting in reduction of password reset calls **by 80%**.
- Maintaining a **96%+** 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.

### End User Analyst

Ministry of Government and Consumer Services

May 2020 – Aug-2020

- Provided Tier 2 end user support to all clusters and departments of Government of Ontario, with 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.

### Desktop Service Representative

LoyaltyOne (Airmiles)

Jan 2017 – Apr-2017 | Sep 2017 – Dec

- Represented Business Technology department at LoyaltyOne's first expo, receiving recognition from department head, manager, and team.
- Reduced story points taken for new hire onboarding tickets **by 75%** by automating equipment onboarding process as well as laptop upgrades process using **PowerShell** and **VBScript**. This eliminated need for Desktop Service Representative to set up equipment for user.
- Participated in large-scale deployment of Microsoft Windows 10 to all end users.
- Worked with 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