

Umer Azhar

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SUMMARY

Results-driven Full Stack Software Developer with years of experience in designing, developing, and implementing web-based solutions. Proven track record of leading complex projects, optimizing performance, and enhancing user experiences. Adept at leveraging modern technologies to build scalable and secure applications. Strong problem-solving skills and a collaborative mindset, with a focus on continuous improvement and innovation. Committed to delivering high-quality solutions that drive business growth and operational efficiency.

EXPERIENCE

Full Stack Developer

May 2021 - Present

RentSync | Toronto, ON

- Led the development of innovative web-based solutions, enhancing user engagement and expanding RentSync's digital ecosystem.
- Pioneered the creation of a robust Billing App, streamlining financial workflows and optimizing transaction accuracy.
- Optimized CI/CD pipelines, accelerating deployment cycles and enhancing continuous integration processes.
- Automated invoice generation and GCP upload workflows, reducing operational overhead and minimizing error rates.
- Architected and spearheaded the development of a scalable payments API, leveraging Stripe for secure and efficient payment processing.
- Developed and integrated a comprehensive permissions API, bolstering security protocols and ensuring rigorous authentication and authorization.
- Enhanced the RentSync Platform's billing capabilities through seamless integration with the Billing App, driving efficiency in financial operations.
- Utilized EJS to design dynamic HTML templates for automated email notifications, improving communication efficiency and user experience.
- Implemented a proactive data integrity feature, ensuring database consistency and accuracy ahead of monthly billing cycles.

Service Desk Analyst

Sep. 2020 - Apr. 2021

Ministry of Government and Consumer Services | Toronto, ON

- Provided Tier 1 end-user support to all clusters and departments of Government of Ontario with a 60,000+ workforce.
- Proposed, designed, and implemented a secure self-service password reset portal using Smart Brain, a personal React project, reducing password reset calls by 80%.
- Maintained a 96%+ satisfaction rate based on customer surveys and consistently logged and monitored ticket status to ensure fast, quality resolution of every issue.

End User Analyst

May 2020 - Aug 2020

Ministry of Government and Consumer Services | Toronto, ON

- Provided Tier 2 end-user support to all clusters and departments of Government of Ontario with a 60,000+ workforce.
- Supported, installed, and troubleshooted software, workstations, laptops, mobile phones, and printers.
- Provided remote support for 99% of the tickets during the COVID-19 global pandemic.

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.

SKILLS

JavaScript, Typescript, Python, React, Vue, Next, Nuxt, Node, MySQL, MongoDB, Redis, Docker, AWS, GCP, Unit Tests, Jest