

UMER AZHAR

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🌐 <https://umera.netlify.app/>

EDUCATION

York University

Sep 2017 – Apr 2021

BA, Hons, Information Technology – GPA: 7.88

- Expected to graduate *magna cum laude*.
- Member of 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.

ZeroToMaster Academy

Jan 2020 - present

Complete Python Developer in 2021

The Complete Junior to Senior Web Developer Roadmap

Oracle

Sep 2020

Oracle Certified Associate **Java SE 8** Programmer

EXPERIENCE

Smart Brain

Full-Stack Web App - React, Node, Express, PostgreSQL, noSQL - Redis, JWT, AWS Lambda

2020

- A mobile friendly **dockerized React** Web App.
- Implemented secure **RESTful Express** backend API.
- Created and managed secure **PostgreSQL** database to store user information and login details.
- Used **JWT** tokens stored in secure **Redis – noSQL** database, to manage user sessions securely, while optimizing it for best performance.
- Utilized Clarifai API to detect faces in images and used **AWS lambda** to assign ranks based on user activity.

RoboFriends

Front-End - React, Redux, JSON, Snapshot testing, Unit testing, Integration testing, Jest

2020

- Built **React Progressive Web App**.
- Utilized a **Redux** store to manage state.
- Implemented search functionality to search through several 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 secure self-service password reset portal for company supported applications ICON and ONBIS using Smart Brain as template, resulting 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 Business Technology department at LoyaltyOne's first expo, receiving recognition from department head, manager, and team.
- Worked with 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 need for Desktop Service Representative to set up equipment for 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 lightning talk –bi-weekly event.
- 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

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, Jest, Mocha, Chai