

# UMER AZHAR

## Contact Details

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## SKILLS

- Windows 10
- Android
- Office365
- PowerShell
- Ajax
- PostgreSQL
- JavaScript
- HTML/CSS
- Node
- React
- MacOS
- iPhone
- Printers
- Bash
- Java
- SQL
- ES6 – ES2020
- Django
- Express
- Redux

## EDUCATION

### York University | 2017 - Current

B.A, Hons, Major in Information Technology  
GPA 7.88

- Included in Sessional Academic List
- Inducted as a member of the prestigious Golden Key International Honour 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

### ORACLE | 2020

Oracle Certified Associate, Java SE 8  
Programmer

## EXPERIENCE

### Service Desk Analyst

Ministry and Government of Consumer Services | September 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%.
- Using technical, analytical and communication skills to accurately identify user needs and provide effective solutions
- Ensuring quick resolution of user concerns and escalated more complicated issues to tier 2
- Maintaining a 99%+ satisfaction rate based on customer surveys and consistently logging and monitoring ticket status to ensure fast, quality resolution of every issue
- Supporting LCS and CRS for Service Ontario

### End User Analyst

Ministry and Government of Consumer Services | 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.

### Desktop Service Representative

LoyaltyOne (Airmiles) | 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 LoyaltOne'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

## PROJECTS

### Smart Brain

- Created a React app that uses Clarify api to detect faces in images
- Implemented a secure PostgreSQL database to store user data
- Used express and node to implement the backend server
- Optimized the app for security using logging, sanitized inputs, secure headers, encrypting data and preventing XSS and CSFR attacks
- Optimized the app for performance using code splitting, tree shaking and other coding technique

