

# AUQIB NAZIR

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## Summary

Motivated individual with business acumen and willingness to take on challenging roles. Tech-savvy and quick learning with technical know-how, analytical professional with technical knowledge and critical thinking skills to thrive in data-driven environments. Tackles challenges with positivity and drive to overcome. Works great alone or with others and consistently exceeds expectations.

## Skills

- Technical Support
- Help Desk Support
- Network Administration
- Advanced Troubleshooting
- Customer Service
- Database Administration
- Technical Troubleshooting
- Remote Support
- Troubleshooting
- Microsoft 365
- Oracle VM VirtualBox
- Ticketing System (JIRA)
- LANs/ WANs
- TCP/ IP, VoIP, DNS, VPN
- Microsoft Active Directory
- Risk Management
- Software testing
- Data Analytics
- Client Relations
- Document Management
- Productivity Improvement
- Work flow planning
- Data Analysis
- Strategic Planning
- Microsoft Office Suite expert
- Conflict Management
- JavaScript experience
- Programming
- Web Technologies: AngularJS, jQuery, Bootstrap
- Full-stack development

## Experience

- 02/2021 - Current  
Full-Stack Developer  
Sydney, NSW  
**Freelancer**
  - Developed web applications using HTML, CSS, JavaScript and jQuery.
  - Designed database schemas to store user data securely.
  - Created custom WordPress themes from scratch.
  - Monitored website performance and optimized code for speed optimization.
  - Integrated third-party APIs into existing websites and applications.
  - Worked closely with designers to implement UI and UX designs accurately in the codebase.
  - Provided technical support in resolving customer issues related to web development projects.
  - Designed websites, portals and large-scale web applications for multiple clients.
  - Identified issues with security system performance logs and notified appropriate personnel.
- 01/2018 - 12/2019  
Adaptify Digital  
Sydney, NSW  
**Senior Full Stack Web Developer**
  - Delivered a range of software and application projects including application development, systems integration, roll out and implementation for multiple clients across utilities, healthcare, finance & banking, insurance, telecommunications and retail sectors.

- Provided technical support in the design and development of user interface components with HTML5, CSS3, JavaScript and jQuery.
- Provided technical assistance to clients by troubleshooting system problems.
- Collaborated with IT teams to develop solutions for complex technical issues.
- Diagnosed hardware failures in servers, workstations, laptops, printers, scanners.
- Resolved escalated customer inquiries via telephone or remote access tools.
- Deployed new computers for end users by installing operating systems and applications according to company standards.
- Documented technical information such as troubleshooting steps taken during issue resolution process.
- Ensured compliance with industry regulations such as HIPAA and PCI-DSS when setting up new systems or making changes to existing ones.
- Maintained audit trail and statistical records of problems and conditions reported by client.
- Installed, configured and tested computer hardware such as laptops, desktops and servers.
- Created user accounts with appropriate permissions in Active Directory environment.
- Resolved Level 1 and Level 2 technical issues with software, hardware and peripherals.

03/2017 - 02/2018

Adaptify Digital  
Sydney, NSW

#### **Full Stack Web Developer**

- Worked with a range of end users to plan and execute a range of projects whilst creating designs and layouts for applications and web pages
- Developed from inception stages the Application Programming Interface as well as additional backend applications to drive optimal functionality
- Evaluated application responsiveness whilst analysing key metrics to eliminate and resolve bugs and glitches to drive seamless operations
- Designed, coded and tested software solutions as well as analyzed software requirements and worked with fellow cohorts collaboratively to develop new and improved innovative solutions
- Reported to senior leaders to raise issues and potential bottlenecks to ensure minimal disruption to business.

01/2015 - 01/2016

ASRC Melbourne  
Sydney, Vic

#### **Information Technology Support Officer**

- Extended service to aid in providing a high level of technical support across a range of IT related functions, working to drive seamless functionality from the forefront
- Utilised a pragmatic approach to troubleshoot and resolve problems with data collection and analysis to ensure a timely resolution and solution
- Generated key metrics to prepare and present reports based on user functionality and business wide operations
- Continued to keep the business at forefront of technological advances, tracking new technologies and integrating best-fit options
- Identified issues and solutions with a focus on eliminating operational backlogs whilst maximising and boosting workflows.

## **Education and Training**

11/2020

#### **Graduate Diploma of Management**

Newton College

03/2018

#### **ACS Professional Year, Information Technology**

Performance Education

01/2016

#### **Bachelor of Information Technology, Software Development**

Melbourne Polytechnic

01/2015

**Cs50-Introduction to computer science**

Harvard University - Online