

Steven Aziz

hello@stevenaziz.com | stevenaziz.com | [linkedin.com/in/stevenaziz](https://www.linkedin.com/in/stevenaziz)

SKILLS

- **Programming Languages**—Proficient in HTML, CSS, JavaScript, C++, MySQL, Rust, MIT-Scheme, SWI-Prolog, and Node.js; Familiar with C, Assembly Language, and MongoDB
- **Certified iOS repair technician** who excels in efficiently isolating and resolving issues on iOS devices
- **Customer Focus**— Obsessive about—and consistently recognized for—providing exceptional customer care in my current role
- **Communication**— Excellent written & oral communication skills
- **Teamwork**—Collaborative, results-driven, problem-solver, enthusiastic for growth, and with limitless curiosity
- **Languages**— Native proficiency in spoken and written Arabic

EDUCATION

Bachelor of Science, Computer Science **June 2024**

Seattle Pacific University; Seattle, WA

- **Awards:** Dean's List (awarded multiple times), Director's Grant

International Baccalaureate Diploma Program **June 2019**

Mount Rainier High School, an IB World School; Des Moines, WA

- **GPA:** 3.48

- **Awards:** WA Seal of Biliteracy

In addition to a high school diploma, I earned the International Baccalaureate Diploma, recognized by over 100 countries for its rigor and holistic education approach. I completed numerous Higher-Level (HL) courses, Internal Assessments (IAs), and 15 examinations, allowing me to earn college credits upon graduation.

WORK EXPERIENCE

Technical Expert **May 2022 - Present**

Apple; Tukwila, WA

- Troubleshooted, diagnosed, repaired, and resolved issues with iOS devices, Apple TV, Apple Watch, Beats and AirPods, and other iOS-enabled devices and their accompanying software for a 93%+ successful Same-Unit Repair (SUR)
- Mentored team members on technical and customer service issues while modeling exceptional customer care
- Explained complex issues in a digestible and easy-to-understand manner from my extensive hardware and software knowledge
- Balanced numerous Genius Bar priorities while setting reasonable expectations for customers and keeping them informed

Specialist

August 2021 - May 2022

Apple; Tukwila, WA

- Uncovered hidden customer needs/wants and presented relevant solutions to enrich customers' lives
- Collaborated with team members and leaders to manage challenging customer expectations and complex interactions while delivering world-class service
- Generated customer excitement by sharing my passion for technology and offering *All of Apple* to every customer

Tech Specialist

July 2021 – September 2021

Staples; Seattle, WA

- Advised customers and business owners on solutions that enhance their productivity (and expand their business)
- Managed the *Tech Bench* and performed PC hardware and software repairs while explaining the benefits of Staples' tech help/hardware coverage plans to each customer
- Updated store merchandising for hundreds of products and assisted the Operations team in auditing and securing valuable inventory

Tech Consultant

May 2020 – July 2021

Target; Seattle, WA

- Managed the tech department as a senior tech consultant at one of the largest Target stores in my market
- Guided customers through experiencing and understanding new technology while simplifying product features and benefits to help customers understand how a specific product can meet their needs
- Tracked valuable tech inventory as a key holder, received and merchandised goods, and assisted the Operations team in performing regular audits of the entire department

ADDITIONAL EXPERIENCE

Software Developer & People Operations Planner **October 2023 - Present**

Team Horizon, Senior Software Engineering @ Seattle Pacific University

- Applied software development skills to plan, design, and build a new software product that enhances students' graduation planning experience at Seattle Pacific University by offering a personalized class schedule that meets the graduation requirements for each student for each enrolled major/minor/program using data scraped from the SPU Time Schedule
- Collaborated on a small team of five to identify the user's needs, design an enticing solution, and build a working software product via the Agile Scrum software development methodology while planning team meetings, keeping team members informed, and managing commercial software development tools and access privileges