

Saifullah Azmi

Support Engineer

An independent and self-motivated graduate, with strong development and troubleshooting skills. Demonstrated track record of delivering excellent support experience.

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WORK EXPERIENCE

Technical Support Engineer (EMEA) ServiceNow

10/2018 – Present

Staines, United Kingdom

Achievements/Tasks

- Subject Matter Expert for Service Portal, Mobile Apps, Agent Workspace and Virtual Agent.
- Built the "Work circle" widget, making it simple and intuitive to manage the daily backlog of tasks.
- Working on incorporating "Work Circle" into the platform as a general offering.
- Developed troubleshooting scripts, which reduces time to identify issues and makes it easier to find the root cause.
- Reduced duplication of effort and deflect possible incidents by regularly publishing knowledge articles.

Technical Support Engineer - Intern ServiceNow

07/2016 – 07/2017

Staines, United Kingdom

Achievements/Tasks

- Advanced troubleshooting and resolution of 370 issues, with an average customer satisfaction score of 9/10.
- Appointed as Subject Matter Expert and lead the support team in establishing troubleshooting processes for the new Service Portal application.
- Reduced categorisation errors for Service Portal incidents by 85% and time to resolution by 60%.
- Designed and delivered a comprehensive training program for the entire Support Team.
- Successfully migrated 100+ legacy customer instances to the latest release of the platform.
- Created interview tests for the hiring committee and conducted interviews of potential candidates.

EDUCATION

BSc. Computer Science with Business Management

University of Birmingham

09/2014 – 07/2018

Birmingham, United Kingdom

Courses

- Java and OOP
- Software Engineering
- Human Computer Interaction
- Computer Security

SKILLS

Java

Python

JavaScript

SQL

Linux

Git

ITIL

Terminal

PROJECTS

Block Verify (10/2017 – 04/2018) [↗](#)

- A full-stack application that allows a user to verify the validity of any digital file registered with the application and establish its ownership.
- Received a first class grade for this final year project.
- Tech Used: Blockchain, OpenPGP, Python, Flask.

Block Age (01/2016 – 03/2016) [↗](#)

- A base defence game which makes it fun to learn about algorithms by visualising their working.
- Enemy units use search (BFS, DFS and A-Star) and sort (Bubble, Insert, Selection) algorithms to find and attack the base.
- Tech Used: Java, JavaFX, TestNG.

Trello Version Control (03/2016) [↗](#)

- A command line app which integrates a GitHub repository and Trello board to synchronise a projects progress state in real time.
- Tech Used: Github API, Trello API, Python.

Pub Crawler (03/2015) [↗](#)

- A web application which generates a route for pub crawls according to the user's preferences and their current location.
- Tech Used: Esri ArcGIS API, Google Maps Location API, JavaScript.

AWARDS

Hackathon 2018 - UK Winner (11/2018)

ServiceNow

- For building: Work Circle

Most Innovative Idea - ServiceNow (06/2016)

ServiceNow

- For building: Integration with social media platforms

Best Developer Tool - BrumHack 4.0 (03/2016)

GitHub Education

- For building: Trello Version Control

Best use of Esri's ArcGIS API - BrumHack 2.0 (03/2015)

Esri and Major League Hacking

- For building: Pub Crawler

INTERESTS

Basketball

Powerlifting

Hackathon

Reading

Music