

# Omar Aziz

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Portfolio: [omaraziz.co.uk](https://omaraziz.co.uk)

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## Professional Profile

An enthusiastic and forward-thinking professional, currently transitioning from a successful career in finance to pursue a passionate interest in software engineering. With over 8 years of experience delivering top-tier customer service, tackling complex problems, and thriving in high-pressure environments. Now journeying into the world of tech, driven by a long-standing fascination with the potential of technology to address real-world challenges. Ultimately looking to harness an analytical mindset, customer-centric approach, and unwavering dedication in a software engineering role. Aiming to implement a growing skillset to craft cutting-edge solutions and collaborate seamlessly with cross-functional teams.

## Key skills

- Python (learning)
  - HTML5 & CSS (learning)
  - JavaScript, React, Next (learning)
  - Tailwind, Bootstrap (learning)
  - Microsoft Azure (learning)
  - SQL (learning)
  - Teamwork
  - Adaptability
  - Leadership
  - Customer Service
  - Decision Making
  - Attention to detail
  - Analytical thinking
  - Data analysis
  - Communication
  - Time management
  - Microsoft Office suite
  - Urdu & Punjabi - Speaking
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## Career Summary

### Frontend Developer: Hands-On Training Program, Kreativstorm January 2024 – February 2024

- A global initiative focused on front-end web development. Delving into web development foundations, including how the web works and the basics of computer and web programming.
- Master the core web development languages, such as HTML, CSS, and JavaScript, gaining the ability to create eye-popping, jaw-dropping websites.
- Working on engaging projects, both solo and in international teams; building online repositories; collaborating on weekly projects, working together to deliver sprint tasks and achieve project milestones.

### Software Engineering Bootcamp, Skills City - IN4.0 Group October 2023 – December 2023

A comprehensive software engineering course covering foundational and advanced technical skills. Exploring various software engineering concepts through guided and self-study, emphasising practical application of knowledge.

The course content includes:

- Gaining an understanding of software fundamentals.
- Building Responsive Web Applications (HTML, CSS, JS, REACT, API's).
- Advance Python and Automation.
- Microsoft Azure fundamentals and Backend.
- Creating a portfolio and working in a team on a research project to produce a solution to a given business problem. Presenting the results to the client.
- Teamwork, wellbeing, and career progression.

### Evolution Money April 2022 – July 2023

#### Mortgage Underwriter

- Conducted thorough financial assessments, including data analysis and manual decision-making, targeting specific markets.
- Collaborated with diverse stakeholders to verify client information, showcasing effective teamwork.
- Prepared reports following guidelines for director approval.

#### Mortgage Adviser

- Offered specialised advice on financial products, with a focus on optimising financial solutions.
- Cultivated and maintained professional relationships with clients, brokers, and stakeholders.
- Collaborated with vulnerable clients seeking digital solutions, facilitating positive change.

### **Mortgage Adviser, Gatehouse Bank**

**October 2020 – March 2022**

- Performed detailed financial analysis, to understand individual client needs. Delivered global, data-driven financial guidance and product recommendations, emphasising data analysis and client-centric advisory.
- Cultivated and maintained professional relationships with clients, brokers, and stakeholders, offering tailored solutions and delivering excellent customer service via phone and video calls.
- Collaborated with cross-functional teams, including legal, surveying, case management, compliance, and underwriting, to expedite case processing and completion.

### **Mortgage Adviser, Ocean Finance**

**March 2018 – October 2020**

- Provided personalised financial advice, considering diverse client needs and preferences, facilitating informed decision-making.
- Developed and nurtured strong client relationships, ensuring a deep understanding of their unique requirements.
- Conducted comprehensive market research to assess and compare a wide range of financial products.
- Collaborated with various stakeholders, including legal, valuation, and compliance teams, to ensure efficient case processing and completion.

### **The Co-operative Bank**

**February 2015 – March 2018**

#### **Mortgage Associate**

- Evaluated customer risk profiles for lending decisions and underwrote finance applications, demonstrating strong analytical and decision-making skills.
- Analysed data to drive team performance through presentations, showcasing data analysis and presentation abilities.
- Completed a 6-month Mortgage Adviser secondment, assessing eligibility, fact-finding, and providing recommendations in alignment with ethical policies.
- Built professional networks, collaborated with stakeholders, and acted on feedback to support business growth and improvement, highlighting strong networking and relationship-building skills.
- Consistently met targets and managed a professional diary effectively, demonstrating goal-oriented time management.
- Created and delivered training materials for 50 participants in a Retail Mortgages and Home Finance project.
- Assumed the role of Deputy Team Leader within the Co-operative Bank Leadership and Development Programme. Serving as an Authorised Supervisor responsible for training and certifying colleagues in a multi-stage Role Specific Training and Competency Scheme, demonstrating leadership and training capabilities.

#### **Customer Advocate**

- Responsively addressed customer inquiries within established standards, showcasing exceptional customer service skills.
- Proficiently assessed inquiries, offering tailored advice and solutions for high customer satisfaction.

### **Floor Manager, Davensport Ltd**

**June 2009 – December 2014**

- Leading a team of five staff delegating roles and overseeing day to day operations.
- Exceeding sales targets through face to face and phone-based customer service.

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## **Qualifications & Education**

- **London Institute of Finance and Banking** - CeMAP 1, 2 & 3 **September 2016**
- **Nottingham Trent University - BSc (Hons) Biomedical Science** - Final grade – 2:2 **2011 – 2014**
- **Aquinas College – A levels** - Psychology (B), Biology (C), Chemistry (D), General Studies (D) **2009 – 2011**
- **Stockport School – GCSEs** - 10 GCSEs grades A\*- C **2004 – 2009**

**References available on request**