

# HAMZA HAILE

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## FULL-STACK SOFTWARE DEVELOPER | IT OPERATIONS

Full-Stack Software Developer with 4+ years of experience designing, building, and deploying production web applications using **React, JavaScript, Python, Node.js, Express, and MySQL**. Proven ability to translate broadly defined business problems into reliable, production-ready software with measurable impact. Experienced working across the full software development lifecycle in agile environments, collaborating with cross-functional teams, and building systems that support growth, performance, and reliability at scale. Passionate about writing clean, maintainable code that delivers value to large user bases.

### Education

<b>IT Data Center Technician</b> , Per Scholas, Kansas City	11/2025
<b>B.A. Accounting and Finance</b> , Wolita Sodo University, Ethiopia	11/2020

### Core Skills

- **Data & Database Systems:** MySQL, PostgreSQL, relational schema design, data validation, query optimization, data quality controls
- **Web-Based Systems:** Web application architecture, REST APIs, secure system design, system integration, backend services
- **System Support & Troubleshooting:** Root-cause analysis, system monitoring, incident resolution, performance diagnostics, user support
- **Security & Reliability:** Authentication & authorization (JWT), access control, secure configuration practices, system hardening fundamentals
- **Requirements & Collaboration:** Business requirements gathering, technical documentation, cross-team coordination, solution design
- **Tools & Platforms:** JavaScript, Node.js, Express, Linux (Ubuntu), Nginx, Git/GitHub

### Experience

#### Amazon

<b>IT Support Associate II, OpsTech Solutions (OTS)</b> Tulsa, OK	2//2026 to Current
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- Troubleshoot hardware, software, user access, endpoint, and connectivity issues to reduce downtime and maintain operational continuity.
- Diagnose network-related issues using ping, nslookup, station testing, device isolation, and escalation workflows to identify endpoint or infrastructure problems.
- Assist with severity-level incidents by validating affected devices, coordinating next steps, communicating impact, and restoring service quickly.
- Collaborate with IT engineers, operations teams, leadership, and end users to deliver reliable technical support in a high-volume operational environment.
- Provide hands-on IT support for fulfillment center operations, including workstations, thin clients, scanners, printers, peripherals, and network-connected production devices.

## Fulfillment Associate (Technology-Driven Operations)

11/2023 to 2/2026

Kansas City, MO

- Used Amazon internal systems, handheld scanners, and workflow software to execute daily fulfillment tasks with high accuracy.
- Worked in highly automated, system-driven environments requiring accuracy, reliability, and adherence to SLA-based workflows.

## Software Developer – Full Stack / Front End Focus freelancer / Product Development –Tulsa, OK

05/2022 to Current

### AI-Powered Interview & Speech Practice Platform – prepwithai.net

- Designed and implemented scalable backend services using **Node.js, Express, and MySQL** to support dynamic interview generation, evaluation, and analytics workflows.
- Integrated the **latest OpenAI APIs** to run predictions and evaluations on distributed service workflows.
- Built scalable REST APIs to manage users, sessions, interview content, scoring logic, and analytics.
- Collaborated across frontend and backend layers to deliver reliable, end-to-end features in an agile development cycle.
- Built APIs and data models to support high-volume user onboarding, with the platform scheduled for exposure to **31,000+ Per Scholas** alumni.

### Service Automation Platform – allstarcab.net

- Designed and developed service-oriented APIs and workflows that automated scheduling and order management.
- Contributed to **18% sales growth** by improving system reliability, reducing manual processing, and optimizing operational flows.

### Teshome Charity Foundation – Donation Platform – teshomecf.net

- Built scalable backend services and frontend interfaces supporting secure donations and campaign tracking.
- Delivered system improvements that resulted in a **19% increase in donation income**.
- Ensured data accuracy, reliability, and maintainability across the platform.

### Student Community Forum Platform – ajibarhighschool.net

- Built a full-stack discussion platform supporting **2,000+ active users**, focusing on scalability, performance, and maintainability.
- Developed authentication, role-based access, discussion threads, and moderation features using **React, Node.js, Express, and MySQL**.
- Designed RESTful services, authentication flows, and relational data models to support concurrent usage.
- Improved student engagement through structured academic discussion and collaboration tools.

## Certifications

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| • CompTIA A+, Per Scholas   | 12/2025 |
| • OSHA 10 Hour General Industry Outreach, 360training                         | 10/2025 |
| • NFPA 70E 2024: Standard for Electrical Safety in the Workplace, 360training | 10/2025 |
| • Google IT Support, Per Scholas  | 08/2025 |
| • AI and Career Empowerment, University of Maryland                           | 06/2025 |
| • Full Stack Web Developer, EvangaiTch  | 12/2023 |