

Lazizjon Alimov

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EDUCATION

Western Michigan University

Bachelor of Computer Science | Minor Data Analytics

• Lee Honors College Alum | GPA: **3.57 / 4.00**

• Courses: Artificial Intelligence, Machine Learning, Design & Analysis of Algorithms, Database Management Systems, Computer Security, Data & File Structures, Reusable Software Architectures, Network Fundamentals, Intro to Web Technologies

Kalamazoo, MI

Sep 2020 - Apr 2025

WORK EXPERIENCE

SMT Trans

Systems Engineer

Philadelphia, PA

Mar 2026 - Present

• Designed and developed a full-stack **Flask-based** web application using **Python**, **Jinja2**, and **JavaScript**, implementing **RESTful APIs** and **SQLAlchemy** data models, enabling online quote requests and client intake, which increased the inbound leads by **35%** and is expected to contribute to an estimated **\$20,000+ in annual revenue growth**

IT Systems & Data Specialist Volunteer

Aug 2025 - Feb 2026

• Developed a custom **Python-based Transportation Management System (TMS)** application using **Flask**, **PostgreSQL**, and **REST APIs** to centralize fleet, driver, and compliance data, resulting in a **60%** reduction in manual administrative workload and an **80%** improvement in data accuracy

• Automated compliance reminders and document lifecycle tracking using **Python** and **Excel** by implementing **Excel logic (formulas, validation, triggers)** and scheduled **Python scripts** to generate notifications, reducing administrative oversight time by **55%** and preventing missed regulatory deadlines

• Designed and implemented **data synchronization** and **validation pipelines** across internal systems using **Python scripts**, **PostgreSQL** queries, and **Excel integrations**, reducing manual data update time by **40%**

Western Michigan University

IT Support Technician

Kalamazoo, MI

Sep 2022 - Nov 2023

• Resolved **40+ IT service tickets** per week with a **95%** first-time resolution rate by diagnosing **hardware**, **software**, and **network** issues using **Active Directory**, **Group Policy (GPO)**, **Windows/Linux/macOS** system utilities, **Remote Desktop Protocol (RDP)**, and network diagnostic tools (**Ping**, **Traceroute**, **DNS**), reducing average ticket closure time by **28%**

• Optimized ticket triage workflows and standardized troubleshooting documentation using **Active Directory** and **Salesforce**, reducing recurring support requests by **20%** and increasing service desk efficiency by **15%**

• Deployed and configured **60+ workstation** across campus departments by leveraging system **imaging tools**, **PowerShell** scripts, and software deployment utilities to install **Windows** and **macOS** environments, resulting in a **30%** reduction in device setup time

Streamline Healthcare Solutions

Customer Support Specialist Intern

Kalamazoo, MI

Jan 2023 - May 2023

• Troubleshooted and escalated **20+ system-level defects** by documenting reproducible issues in **CRM** systems and analyzing error logs, accelerating resolution cycles by **18%** and mitigating an estimated **\$17,000** in revenue loss due to system disruptions

• Diagnosed and resolved **50+** weekly application, access, and data integrity issues within the **SmartCare** platform by analyzing system behavior, user permissions, and backend data inconsistencies using **CRM/ticketing** tools, improving response time by **15%** and reducing service disruptions

• Administered user access and identity management for **1,000+** end users across **15+** client organizations using **Active Directory** and **Zendesk**, reducing repeat support requests by **20%** through improved access control and issue resolution accuracy

PROJECTS

Kalamazoo Nature Center Trail Guide App

Flutter | Dart | Google Maps API

• Co-developed and shipped a cross-platform mobile app using **Flutter** and **Dart**, serving **2,500+** monthly visitors across 16 trails.

• Built **QR-code** scanning for historic sites, real-time event updates, and interactive trail maps, increasing self-guided visitor engagement

Real-Time Hand Sign Recognition System

Python | TensorFlow | OpenCV

• Trained a **TensorFlow computer vision** model to classify hand signs in real time with over **90% accuracy**, translating gestures into **readable text** output

• Designed the inference pipeline to support accessible, real-time communication for **deaf** and **hard-of-hearing** users

TECHNICAL SKILL

Languages: Python, Javascript, C, PHP, SQL, HTML5, CSS3, Swift, R

Developer Tools: Git, GitHub, VSCode, Linux, Unix, Active Directory, Xcode, VirtualBox, Azure

Libraries/Frameworks: ReactJS, Flask, Bootstrap, SQLAlchemy, REST APIs, PostgreSQL, MongoDB, Pandas, Flutter, TensorFlow

LEADERSHIP

President, Muslim Student Association | WMU

Aug 2023 - April 2024

• Led event planning and outreach for a student organization; managed social media and built **Google Forms/Sheets** systems for registration and budget tracking