Uzair Waseem

CUSTOMER SERVICE AND OPERATIONS | CLEAR COMMUNICATION AND PROBLEM SOLVING

Dublin, Ireland | uzairwaseem29@gmail.com
uzairwaseem.com | linkedin.com/in/uzair-waseem | github.com/Assembler-Fourier
Stamp 1G expiry: 30 April 2028 | Available immediately for IT roles | Can relocate across Ireland within one week
Own car and full Irish driving licence

PROFILE

Dublin-based control room manager seeking customer service, administration or operations work. Coordinates staff rosters, employee operations and HR communication. Brings software delivery experience investigating issues, documenting processes and keeping colleagues informed. Confident with Microsoft 365 and Windows troubleshooting.

TRANSFERABLE SKILLS

Coordination: staff rosters, employee operations, HR communication, written progress updates

Problem solving: defect investigation, QA checks, process documentation, release handoffs

Digital skills: Microsoft Excel, Microsoft Word, Microsoft Outlook, Microsoft 365, Windows troubleshooting

PROFESSIONAL EXPERIENCE

Software Engineer & QA - TalentHunter Ltd

Sep 2026 - Nov 2026 | talenthunter.me

- Contributed to platform development and end-to-end testing across candidate, employer and admin workflows.
- Investigated frontend and backend defects, reviewed code changes and documented findings to support release decisions.

Control Room Manager (weekends) - Threadstone Security Ltd

Nov 2025 - Present

- Coordinate rosters and staffing changes for a security workforce of approximately 300, using a personally developed rostering system.

Software Engineer (Full-Stack) - Outstanding Marketing

Remote - Germany | Feb 2025 - May 2026 | outstanding-marketing.de/en

- Built React and TypeScript interfaces, internal dashboards and Node.js API integrations for e-commerce workflows.
- Automated reporting and QA checks; translated stakeholder requirements into scoped development tasks.

Software Engineer - LocalhostLabs

Pakistan | Jun 2024 - Dec 2024 | localhostlabs.tech

- Built web and backend workflows connecting REST APIs and databases. Investigated defects and supported documentation, QA triage and release handoffs.

Software Engineering Roles - Octans Digital (OD)

Islamabad, Pakistan | Nov 2020 - Apr 2024 | octans.ai

- Completed development tickets, including C# tasks, through intern, junior and associate roles alongside Computer Science studies.

SELECTED DIGITAL PROJECTS

Irish Theory Test Coach - Live Deployed EdTech Platform

Stack: JavaScript, Vercel Functions, PostgreSQL adapters, passwordless sessions, PWA, accessibility and deployment QA
Live website | GitHub source

- Deployed irishtheorycoach.ie with 1,277 practice items, timed mocks, protected learner/operator routes, accessibility coverage and a 15-check post-deploy smoke suite.

HouseFair - Shared-Living Full-Stack Product

Stack: Next.js 16, React 19, TypeScript, Supabase Auth/PostgreSQL/RLS, Zod, Playwright, PWA
Live product | GitHub source

- Deployed an installable shared-living PWA with server-resolved membership, PostgreSQL RLS and 12 mobile Playwright checks across Android and iPhone viewports.

Roster Command - Workforce Scheduling Engineering Extract

Stack: TypeScript, Vitest, synthetic fixtures, deterministic domain modelling, GitHub Actions
Case study | Public engineering extract

- Published a sanitised TypeScript scheduling extract without employer, employee or client data.
- Covered overlap, overnight and multi-day shifts plus deterministic cover ranking with 23 passing Vitest checks on synthetic fixtures.

EDUCATION

MSc Cybersecurity - National College of Ireland, Dublin | 2025 - 2026 | Graduated April 2026

BSc Computer Science - FAST NUCES, Pakistan | 2020 - 2024

Languages: English, Urdu, Punjabi and Hindi