Sazzad Ali

Campsie, Sydney NSW, Australia
Education: Bachelor of Information Technology
Work Rights: Full working rights

Email: find.sazzadali@gmail.com
Portfolio: sazzadali-portfolio
GitHub: https://github.com/ali-sazzad

Professional Summary

Customer-focused sales and service professional with vehicle rental experience at Avis Budget and Hertz, recognised for accurate record-keeping, adherence to safety standards and fast resolution of customer issues. IT graduate (Higher Distinction) who builds accessible, high-performance websites with Next.js and TypeScript.

Skills

Languages: TypeScript, JavaScript, HTML, CSS, SQL, PHP

Frameworks & Libraries: Next.js, React, Tailwind CSS, shadcn/ui, GSAP, Three.js

Database: MySQL, CRUD workflows, localStorage

Tools: Git/GitHub, Vercel, Figma, WordPress

Practices: Accessibility (ARIA), UX states, PWA, Agile, AI fundamentals

Customer Service & Operations: Vehicle bookings, rentals, and returns; complaint handling and escalation; policy compliance

Work Experience

Rental Sales Agent – Avis Budget, Perth Airport, WA | Feb 2026 – Aug 2026
- Provided airport counter service for pick-ups, returns and walk-in rentals.
- Processed rental agreements, payments and deposits accurately.

Customer Service Representative – Hertz, Sydney, NSW | Aug 2023 – Aug 2024
- Processed vehicle check-ins, check-outs and returns.
- Managed rental records and vehicle data in CARS+, including damage inspections.
- Resolved booking and billing queries while maintaining OH&S and fleet safety compliance.

Front of House Service – El Jannah, Bankstown & Earlwood, NSW | Aug 2022 – Aug 2025
- Delivered high-volume customer service with accuracy and professionalism.
- Handled POS transactions and customer requests efficiently.

IT Support & Web Developer Intern – eSafety Supplies | Jan 2022 – Apr 2022
- Managed WordPress and WooCommerce platforms and optimised website performance.
- Integrated product listings with marketplaces (eBay, Kogan, MyDeal & Catch).
- Delivered solutions in a collaborative team environment.

Dispatch Team Member – Woolworths CFC, Mascot, NSW | Sep 2021 – Dec 2023
- Processed online orders and customer data accurately.
- Managed returns and customer inquiries.

Crew Member – McDonald's, Oakleigh, VIC & Stanmore, NSW | May 2019 – Oct 2021
- Delivered fast, friendly service at the front counter and drive-thru.
- Processed POS transactions and handled cash accurately.

Tech Projects

Makura Creations – Website Redesign | Live: https://ali-sazzad.github.io/Makura-Site-Redesign/
Tech: Next.js, TypeScript, GSAP, Three.js

- Redesigned the website of a Lalitpur, Nepal digital studio with a typographic hero, animated Three.js line backdrop and GSAP motion.
- Structured services, work, about, testimonials and contact sections around a clear “Start your project” call to action.

Shareef’s Daily Checklists – Restaurant Shift App | Live: https://daily-shift-checklists-aus.vercel.app/
Tech: Next.js, React, TypeScript, Tailwind CSS, jsPDF, PWA

- Built a mobile-first app replacing paper opening and closing sheets for front-of-house and back-of-house teams.
- Added temperature capture, autosaved drafts, drawn sign-off signatures, client-side PDF reports and installable PWA support.

Digital Pragati – Web Design Studio Website | Live: https://digital-pragati.vercel.app/
Tech: Next.js, Responsive web, PWA, Vercel

- Built a marketing site for a web design studio serving Nepalese-owned businesses in Australia and growing businesses in Nepal, with services, work, process and FAQ sections.
- Displayed live performance metrics (LCP, CLS, page size) measured in the visitor’s browser, with AUD and NPR quoting and clear booking calls to action.

JobTrack – Job Application Tracker | Live: https://job-track-ruby.vercel.app/
Tech: Next.js, TypeScript, Tailwind, shadcn/ui, localStorage

- Built a job application tracker with a pipeline view, insights pages and fast client-side search, filter and sort.
- Delivered validated forms and refresh-safe persistence in a scannable UI made of maintainable components.

SiteBazaar – Marketplace UI (Buy/Sell websites) | Live: https://sitebazaar.vercel.app/
Tech: Next.js, Tailwind, shadcn/ui, GSAP, localStorage

- Built a multi-page marketplace demo with routing, category filters, simulated bidding and dashboard-style UX.
- Added persistence and polished interactions for a production-ready feel.

Education

Bachelor of Information Technology – Kent Institute Australia

- Dean’s List | Higher Distinction | Scholarship recipient