

# Hamza Sangare

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## SUMMARY

Dedicated IT Support Specialist with comprehensive certifications in Microsoft 365, Google Project Management, and IT. Proven ability to provide technical support, manage projects, and implement solutions that enhance operational efficiency. Successfully led multiple projects, showcasing strong technical and problem-solving skills.

## EXPERIENCE

### AfriNuts Export, Ivory Coast — Owner

2023 - PRESENT

- Managed raw cashew nut trading initiative, achieving a 37% ROI on initial investment.
- Developed a reliable supplier network and implemented effective quality control measures.
- Conducted market research and analysis, establishing and managing supplier relationships.

### United States Post Office, San Francisco, CA — Lead Clerk & City Carrier

2017 - 2023

- Led a team of eight clerks in daily operations, ensuring efficient workflow and timely mail processing.
- Implemented process improvements that increased sorting accuracy and reduced processing time.
- Trained and mentored new employees, enhancing team performance and compliance with USPS standards.
- Managed inventory and supplies, ensuring availability and minimizing delays in operations.
- Resolved customer issues promptly, maintaining high levels of customer satisfaction.

### HOB International, Inc., Dallas, TX — Cell Phone Repair Technician

2016 - 2017

- Utilized diagnostic tools and software to identify and troubleshoot hardware and software issues in mobile devices.
- Demonstrated proficiency in disassembling and reassembling devices, repairing components, and conducting soldering and micro-soldering.
- Implemented quality control checks to ensure industry standards and customer satisfaction.
- Managed inventory and maintained meticulous records of repairs and customer information.

## SKILLS

### Programming & Scripting:

- Java, Python, TypeScript, JavaScript, SQL

### Web & Software Development:

- Angular, HTML, CSS, SVG, Debugging

### Database & Data Management:

- PostgreSQL, MySQL, SQL (Stored Procedures, Triggers, Functions), Data Aggregation

### Cloud & IT Infrastructure:

- AWS (in progress), Cloud Computing, Linux, SIEM Tools, IDS, Network Protocols

### Productivity & Tools:

- Microsoft 365 (Excel, Word, PowerPoint, Outlook)
- Google Suite (Docs, Spreadsheets, Slides)
- Git, GitHub, GitLab, pgAdmin 4

### Project & Risk Management:

- Agile Management, Project+ (in progress)

## CERTIFICATION

- CompTIA Project+
- AWS – Certified Cloud Practitioner
- Axelos – ITIL Foundation Certification
- Microsoft 365
- Google Project Management Professional
- Google Cybersecurity Professional
- Google IT Support Professional

## EDUCATION

### Western Governors University (WGU)

November 2024 - PRESENT

Bachelor of Science, Software Engineering

## LANGUAGES

- English
- French

## PROJECTS

### Advanced-Data Management - D326 Project

- **Technologies:** PostgreSQL, SQL (Stored Procedures, Triggers, Functions), Data Transformation
- **Description:** Designed an SQL-based rental analysis system with automated data transformation and reporting.

GitHub: [Hamza-hub320/Data-Management](https://github.com/Hamza-hub320/Data-Management)

### Interactive World Map (State Government Office Project)

- **Technologies:** Angular, TypeScript, SVG, HTTPClient
- **Description:** Built an interactive world map for a state government office, integrating real-time country data.

GitHub: [Hamza-hub320/Interactive-World-Map](https://github.com/Hamza-hub320/Interactive-World-Map)

### Texas State Government Website

- **Technologies:** HTML, CSS, JavaScript, GitLab
- **Description:** Developed a multi-page, responsive government website with accessibility compliance.

GitHub: [Hamza-hub320/Texas-State-Government-Website](https://github.com/Hamza-hub320/Texas-State-Government-Website)