Sajid Jaber

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PROFESSIONAL SUMMARY

Graduate of computer science with experience working with wide array of web development tools. Seeking a role where I can contribute my skills, as well as grow and learn in my field, while drawing on the technical and professional experience I have.

EMPLOYMENT HISTORY

Mar 2018 – June 2022
West Allis, WI

Manager, US Cellular
- Responsible for full operation of two retail cellular stores including staffing, inventory, purchasing, customer service and store management.
- Manage a team of over 10 employees.
- Assist and support store associates in all aspects of sales and customer service.
- Attend all required US Cellular training programs.
- Resolve service related problems for customers and prevent the disruption or disconnection of their accounts.
- Coordinate advertising and marketing campaigns
- Provide answers directly to customers concerning billing, roaming, equipment, service plan upgrades, and other customer service related matters.
- Supervise employees working with customers
- Resolve customer complaints regarding phone sales and service in person and over the phone
- Confer with potential customers on phone needs and provide advice on types of phone to purchase

May 2018 – Present
Remote

Web Design Support Technician, Freelance
- Write, design, or edit web page content on an ad hoc basis for clients
- Design, build or maintain websites using authoring or scripting languages

Aug 2016 - Mar 2018
Cudahy, WI

Web Technician, Cudahy PC
- Perform or direct web site updates
- Edit web content based on direction of web developer
- Renew domain name registrations

Jan 2017 - May 2017
Pewaukee, WI

Web Developer Intern, Marketing Metrics
- Write, design or edit web page content for clients
- Back up files from websites to local directories.

Apr 2014 - Dec 2015 Whitewater, WI	**Helpdesk Technician, UW-Whitewater** • Answer inquiries from university students and staff on software and hardware operation to resolve problems • Support technology needs of students, staff and faculty throughout campus • Provide support from ticket submission through resolution

EDUCATION

Feb 2022 – May2022	Web Development Certificate UW-Madison Extension
Sep 2013 - May 2017	Computer Science, BS UW-Whitewater

SKILLS

- Python
- Bootstrap
- Git/GitHub
- CSS4
- HTML5
- Javascrip ES6+
- SQL/MySQL
- NoSQL
- jQuery
- Object Oriented Programming

- Express
- React
- Node
- Linux
- PHP
- Microsoft Office Suite
- Customer Service
- Collaboration
- Time management
- Teamwork and leadership