

BILAL SAEED

SOFTWARE DEVELOPER



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Dubai, United Arab Emirates



Linkedin.com/in/onesignature

EDUCATION

BSC / MAJOR

Education

42 Abu Dhabi

2021 – Present

GCE / Advanced Level

Education

Sheffield Private School

2006 – 2019

SKILLS

Communication

Leadership

Critical Thinking

C++/C Language

Blockchain

Cryptocurrency trading

Cloud Computing

Microsoft Services

SharePoint

Decentralized finance

NFT/WEB3

Smart contracts

Economics and Finance

Research methodology

Languages

English

Urdu

SUMMARY STATEMENT

Young and enthusiastic student with a fervor for coding, specializing in C/C++, and a commitment to continuous skill development. Committed to lifelong learning and adept at tackling complex challenges. Experienced in navigating dynamic markets through Cryptocurrency/NFT trading and proficient in creative filmmaking. Eager to leverage technology for innovative contributions that captivate and drive impact.

EXPERIENCE

IT Intern / International SOS

Dubai / Mar 2020 – Sept 2021

As a dynamic force driving digital transformation at International SOS, a global healthcare and security solutions leader, I made significant contributions while overseeing the following key responsibilities:

- Microsoft 365 Advancement: Led the integration of Microsoft 365 services, enhancing productivity and collaboration.
- Data Center Management: Oversaw data center operations, ensuring top-tier performance and security.
- Strategic User Support: Provided comprehensive support to teams across MENA and Europe, ensuring uninterrupted operations.
- Data Security Enhancement: Implemented robust security measures to safeguard against cyber threats.
- IT Efficiency Optimization: Streamlined IT operations for enhanced efficiency and cost-effectiveness by 5%.
- Training Leadership: Championed staff training programs, empowering teams with advanced skills in Microsoft 365, Avaya phone systems, remote support.

IT Admin / BlueRidge IT

Dubai / Oct 2019 - Mar 2020

Championed the adoption of cloud services for over 5000 users at 50+ organizations, including Dubai Holding and Rostamani Group, elevating productivity, collaboration, and bolstering security compliance.

- Resolved user queries regarding Office 365 applications, ensuring smooth workflow and user satisfaction.
- Facilitated user orientation sessions, significantly increasing MS Teams adoption, enhancing team communication and collaboration.
- Managed Microsoft 365 tenants, optimizing Exchange Online, SharePoint Online, Azure Active Directory, and other vital services for streamlined operations.
- Expedited help desk support tickets, improving issue resolution times and minimizing disruptions for employees by 20%.
- Cultivated strong customer relationships, consistently delivering excellence in service, resulting in 20% higher customer satisfaction.
- Identified up-selling opportunities, contributing to increased revenue by 15% aligning cloud solutions with customer needs and goals.