Sadiq Abdulai

Full-Stack Web Developer

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EXPERIENCE

Sweetgreen — *IT Support Specialist*

Los Angeles, CA - November 2018 – December 2019

- Addressed onsite IT incidents and requests for over 100 employees at the LA corporate office and remotely for all 100+ Sweetgreen restaurants.

- Managed Salesforce ticketing system by creating/assigning tickets; enforcing service level agreements (SLA); producing reports, resolving user/server escalations, and serving as liaison between vendor, management and end user via telephone, email and in person.

- Identified persistent problems and recurring failures in the environment and determined resolutions while working with the appropriate Tech teams.

- Provisioned and maintained workplace directories, permissions, security groups, distribution lists, and accounts via Active Directory, Exchange Management Console, and Office 365 Admin.

- Software issue resolution and technical support for Windows 7, 10 and Apple macOS; the latest Microsoft, Apple, and Android hardware; Desktops, laptops, phones and tablets.

- Troubleshot a wide range of corporate office technologies such as VPN, MacOS/Windows computers, printers, Microsoft/Adobe software, mobile devices, Box, GSuite (using, GAM), Okta, JIRA, Slack, Tableau Server, Zoom, Google meet/hangouts.

- Image, deploy & maintain devices for new hires and existing employees using AirWatch.

- Created wiki/knowledge base articles and provide suggestions for improving workflow processes.

HelloTech Inc. — *IT Technician*

Los Angeles, CA - July 2018 - Current

Provided a wide range of technical assistance and advice to clients in Los Angeles County.

- Hands-on hardware troubleshooting and set up (PC, macbook, printers, routers, access points).
-Software/OS troubleshooting (macOS, Windows, iOS).
-Network/Wi-Fi setup with ISP consultation and advice for clients.
-Performed device backups disk cleanups & data transfer.
-Hardware repair/replacement & remote technical assistance.

EDUCATION

UCLA Extension, Los Angeles CA

Certification in Full Stack Web development.

January 2020 – April 2020

Developed Web applications and projects using HTML, CSS3, Bootstrap, Javascript, jQuery, Node.js, Express, MySQL, MongoDB, Mongoose, REACT

Hartwick College, Oneonta NY

Bachelors of Science, Information Science

August 2013 – May 2017

Relevant Coursework includes: Introduction to Computer Science, Data Structures, Object-Oriented Programming & design, Principles of Information and Data Management

Languages

JavaScript, HTML, CSS, SQL, C#

Frameworks\Libraries

Bootstrap, React.js & React Native, Node.js, Express.js, JQuery, MongoDB

Cloud Services

AWS: EC2, S3, RDS, VPC, IAM
GitHub Pages

Cloud Platform

AWS RDS, AWS Elastic Beanstalk, Digital Ocean Droplets, Azure Virtual Machines, GitHub Pages

Tools/Software

Visual Studio Code, Sublime Text, Github, CLI, Postman, Office365, Jira, Slack, Google Chrome DevTools, Box, Dropbox, Okta

Methodologies

Agile software development, SCRUM, Object-Oriented Programming, DRY
Functional Programming

Certifications

AWS Solutions Architect Associate – Pending