SAJID SABREEN

SENIOR TECHNOLOGY ADMINSTRATOR

CONTACT

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SKILLS

- Proficient Python Programmer with strong problem-solving skills and analytical abilities.

- Actively contributes to open-source projects while continuously learning new technologies.

- Experienced in IT Help Desk management, with a focus on effective communication, strategic thinking and understanding the big picture.

EDUCATION

Al Manar International School

2006 - 2018

Completed Local Ordinary Level (O/L) curriculum

Professional Graduates Degree in IT

BCS, Chartered Institute for IT

2019 - 2022

Completed PGD in IT with a focus on Programming, system analysis, database management, cybersecurity, project management and Networks

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PERSONAL PROJECTS

- Smart Sleep - **Click Here**

- Code Craft - **Click Here**

- Help Desk Ticketing System - **WIP**

- Neural Net **(Self Driving)** - **Click Here**

PROFILE

Experienced in overseeing IT operations, administering software systems, and ensuring robust security measures. Passionate about backend development and dedicated to empowering beginner developers through open-source initiatives. Proficient in multiple programming languages and committed to continuous learning. Driven by a relentless pursuit of excellence, I thrive in dynamic environments where I can leverage my technical expertise to drive innovation and solve complex challenges. Eager to collaborate with like-minded professionals and make a positive impact in the tech community.

WORK EXPERIENCE

Senior Technology Administrator

H Connect International · Pathway Healthcare   *Sep 2020 - Present*

- Oversaw and resolved daily IT queries, ensuring seamless operations and resolving issues promptly.
- Managed daily IT operations, coordinating with offshore and in-house teams to address and resolve technical challenges effectively.
- Administered Office 365, Active Directory, Security, Exchange, and Azure services to maintain optimal performance and security measures.
- Maintained company web applications and internal websites, ensuring they function smoothly and efficiently.
- Implemented and configured new software solutions, facilitating enhanced functionality and efficiency within the organization.
- Conducted remote training sessions for new users, facilitating their smooth integration into the company's IT ecosystem.
- Developed and implemented new policies to enhance governance and streamline IT processes.
- Provided oversight of overall security measures, ensuring compliance and safeguarding organizational data.
- Conducted remote troubleshooting to address technical issues promptly and minimize downtime.

Freelance Developer & Support Specialist

Upwork   *Oct 2020 - Present*

- Provided comprehensive freelance development services to clients during the COVID-19 pandemic, including web development, software testing, and system administration, ensuring high-quality deliverables and client satisfaction.
- Managed gaming center operations, including troubleshooting PCs, administering game servers, and patching infrastructure issues for optimal performance and in charge of the daily operations

Technical Support Specialist

Dialog Axiata PLC, Colombo, Western, Sri Lanka   *Nov 2019 - Feb 2020*

- Provided on-site technical support as part of the Dialog Television department, addressing and resolving technical issues promptly to ensure uninterrupted service delivery.
- Utilized Microsoft Excel for data management and analysis, aiding in the organization and interpretation of technical data.
- Offered help desk support to internal and external stakeholders, addressing inquiries and troubleshooting technical problems effectively.

REFERENCES WILL BE PROVIDED UPON REQUEST