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SAJID SABREEN

SENIOR TECHNOLOGY ADMINISTRATOR / PROJECT MANAGER

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.
- Hands-on experience with **AWS**, including **EC2**, **S3** and **RDS**.

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

PERSONAL PROJECTS

- Smart Sleep - [Click Here](#)
- Code Craft - [Click Here](#)
- Help Desk Ticketing System (WIP) - [Click Here](#)
- Neural Net (Self Driving) - [Click Here](#)
- Budgeting System

PROFILE

With experience in the BPM industry, overseeing IT and business operations, leading development teams, ensuring safe practices and documentation, and holding scrum meetings, I thrive in dynamic environments. Committed to continuous learning and excellence, I have successfully managed diverse projects for clients ranging from apparel to tech. I am particularly passionate about programming and have implemented projects such as creating a ticketing system and integrating CRM solutions, while maintaining CI/CD standards without service interruptions.

WORK EXPERIENCE

Senior Technology Administrator / Project Manager

H Connect International · Pathway Healthcare

Sep 2020 - Present

Key objective of the role : To ensure the smooth operation of a UK-based care service provider's business, it is critical to maintain governance and control in this highly regulated industry. Therefore, efficient management of all internal and external operational queries is essential. Prompt responses to these queries are vital for maintaining customer satisfaction scores, aiming for a customer NPS of 50% (KPI). Additionally, providing project management support and collaborating closely with the change team.

- Oversaw and resolved daily operational queries within the team to ensure seamless operations.
- Managed daily operations in the team, coordinating with offshore and client teams to address and resolve technical challenges.
- Administered Office 365, Active Directory, Security, Exchange, and Azure services for optimal performance and security.
- Maintained company web applications and internal websites to ensure smooth functionality.
- Implemented and configured new software solutions to enhance functionality and efficiency.
- Conducted remote training sessions for new internal users to facilitate smooth integration.
- Developed and implemented new policies to enhance governance and streamline IT and business processes.
- Provided oversight of overall security measures, ensuring compliance and safeguarding organizational data.
- Developed a ticketing system using the Django framework for internal use.
- Participated in daily meetings with the senior management team, providing project status updates and soliciting feedback.
- Conducted remote troubleshooting to promptly address technical issues and minimize downtime.
- Led functional testing and user acceptance testing processes for clients.
- Developed system documentation including process maps/flowcharts, detailed procedure manuals (DPM), and software requirement specifications (SRS).

Techs and Skills: Python, Django, Node.js, Next.js, MongoDB, Flask, Git, Netlify, Glitch, Jira, Slack, VISIO, Word Press, AGILE, Power Apps, Microsoft Admin Suite

Technical Support Specialist

Dialog Axiata PLC, Colombo, Western, Sri Lanka

Nov 2019 - Feb 2020

- Provided on-site technical support as part of the Television & WiFi 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