SAJID SABREEN

SENIOR TECHNOLOGY ADMINSTRATOR / PROJECT MANAGER

CONTACT

✉ Sajid@duck.com

🌐 Sajidsabreen.netlify.app

📞 +94 77 129 8857

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

----

PERSONAL PROJECTS

- Smart Sleep - **Click Here**

- Code Craft - **Click Here**

- Help Desk Ticketing System (WIP) - **Click Here**

- 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 / 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 operations queries to ensure seamless operations.
- Managed daily operations, 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 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

REFERENCES WILL BE PROVIDED UPON REQUEST