Jason Sayeed

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[LinkedIn](#) | [GitHub](#)

ABOUT ME

I am an enthusiastic Software Developer with a solid background in software and hardware technical support. With over ten years of experience in diagnosing and resolving complex technical issues, I have developed expertise in leading and managing technical support teams to ensure efficient service delivery and high standards of performance. This background has enabled me to become an effective communicator in tech environments, foster valuable relationships within teams, and establish a strong foundation in troubleshooting and problem-solving.

Recently, I completed the intensive Makers Software Development bootcamp, where I gained comprehensive training in coding and industry best practices.

TECHNICAL SKILLS

Languages: Python, JavaScript, Swift, TypeScript | **Testing:** Pytest, Jest, Supertest, Vitest
Frameworks and Tools: Express.js, Flask, React, Node.js, Passport.js
Databases: PostgreSQL, MySQL, MongoDB
Agile Development | CI/CD | API implementation | Test Driven Development | Object Oriented Programming | Web Security

PROFESSIONAL EXPERIENCE

Self Employed   London, UK
Software Developer   *Jun 2024 to Present*

Summary:
- Full stack software developer
- Utilising TypeScript, JavaScript, Node.js, Express.js, Python, Flask and Reach to build bespoke Backend, Frontend or Full Stack applications.
- Object-oriented Programming
- Test-Driven Development
- Agile Methodologies

Makers   London, UK
Junior Software Developer   *Jan 2024 to May 2024*

Summary:
- Full stack software development bootcamp.
- Learned Python, JavaScript & Swift from scratch.
- Acquired practical experience with test-driven development (TDD) and object-oriented programming (OOP).
- Built multiple full stack projects utilising the languages, frameworks, libraries and tools mentioned in Projects.
- Worked as part of a team in an Agile Scrum environment on the above projects, using GitHub for code collaboration and implementing CI/CD when possible.
- Used Agile methodologies to manage project workflows and enhance team collaboration.
- Learned about web security, networking, and cloud technologies to ensure the development of clean, maintainable and efficient code.

OnSolve   London, UK
Technical Support Manager   *Jun 2017 to Nov 2023*

Summary:
- Project managed new client implementations, supporting the clients with data management, system configuration and testing.
- Identified, diagnosed, and isolated customer-affecting issues, distinguishing between network infrastructure and software application problems.
- Managed a team of 2 support representatives, ensuring timely resolution of inquiries.
- Developed a strong Tier 2 level of understanding of the system.
- Resolved complex customer inquiries and complaints in a timely and professional manner.

Apple Ltd
Technical Manager/Specialist

London, UK
Mar 2014 to Jun 2017

Summary:
• Managed a team of 8 Technical Specialists to provide technical services, including software and hardware troubleshooting and repair.
• Diagnosed technical issues using rigorous logic and key troubleshooting methods to achieve effective solutions.
• Coordinated complex projects and delegated tasks to team members to ensure timely completion.
• Mentored the wider team on new and current processes to reduce systematic errors and delays.
• Utilised analysis, experience and judgment ensuring each repair is completed by the right technician to a professional and high standard.

PROJECTS

Train Booking API - GitHub link
Tech Stack - TypeScript, Express.js, Node.js, MongoDB with Mongoose

• Developed a comprehensive backend API for a train booking system with features like user authentication and management, train search, and seat reservations.
• Utilised Passport.js for secure user authentication with bcrypt for password hashing.
• Achieved high test coverage with Jest and Supertest for reliable integration and unit testing.
• Implemented security measures such as input sanitisation, rate limiting, and middleware to protect against common vulnerabilities.

Task Manager - GitHub link
Tech Stack - TypeScript, MySQL with TypeORM, Express.js, React.js, Node.js

• Built a task manager web app using TypeScript.
• Implemented user functionality to create new tasks with details such as title, description, due date, status, and priority.
• Enhanced the user experience with features for existing tasks, including priority colour borders, a status toggle, and the ability to mark tasks as complete.
• Used TypeORM for database interactions with a MySQL database
• Styled the application using Material-UI.

Kwizical - GitHub link
Tech Stack - MongoDB with Mongoose, Express.js, React.js, Node.js

• Developed a music quiz web app with 6 genres and 2 difficulty options.
• Effectively leveraged an API for the first time to obtain song snippets.
• 70% test coverage (Vitest).
• Achieved the team's main goal of code quality.
• Implemented Continuous Integration and Continuous Deployment (https://kwizical-game.onrender.com/) successfully.
• Utilised Tailwind CSS for all styling and animations.

Acebook - GitHub link
Tech Stack - MongoDB with Mongoose, Express.js, React.js, Node.js

• Built a social media web application. (Facebook inspired).
• Users have the ability to create an account, log in, create posts with images, delete posts, comment on posts and also like posts and comments.
• Acquired substantial experience with React and HTML/CSS through first-time use.
• Utilised a relational database to manage user, property, and request data.
• Achieved MVP and additional features without compromising on code quality.

EDUCATION & OTHER

University of Hertfordshire
BSc (Hons) Combined Programmes Electronic Music & Multimedia Communications

Certifications: Apple Authorised Hardware and Software Service Technician (ACMT), Codecademy Learn Typescript, Udemy TypeScript Complete Course, Udemy Test Driven Development with TypeScript and Vitest