

# Jason Sayeed

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

## ABOUT ME

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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

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

## PROJECTS

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### 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.

## MakersBnB - [GitHub link](#)

Tech Stack - Python, Flask, Pytest, PostgreSQL

- Created a short-term property rental platform (Airbnb inspired).
- Test-Driven from the start.
- First time working in an Agile Software Development team.
- Worked with a relational database to store user, property and request data.
- Developed strong pair programming skills.
- Gained valuable experience working with Python and Flask.

## PROFESSIONAL EXPERIENCE

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### Makers

#### Junior Software Developer

London, UK  
*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

#### Technical Support Manager

London, UK  
*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.

## EDUCATION & OTHER

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### University of Hertfordshire

BSc (Hons) Combined Programmes Electronic Music & Multimedia Communications  
2008

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

## INTERESTS

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- Tech - My passion for tech started at a young age, driven by my curiosity with how computers worked on a technical level. I became the go-to tech support for family and friends. This passion intensified at Apple, where I was immersed in cutting-edge tech daily which fuelled my curiosity further.
- Music - My ability to self learn and perseverance with new challenges stems from when I taught myself guitar in my early teens. I played in multiple bands until my late twenties and unknowingly it taught me the value of teamwork.
- Gaming, Football and Skateboarding