

Sajjad Haq

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Technical Support Specialist

Technical problem-solver with a B.S. in Computer Science. Skilled in troubleshooting hardware, software, and network issues. Passionate about providing high-quality user support and resolving technical challenges efficiently.

Technical Skills

IT & Support: Windows 10/11, macOS, PC/Mac Hardware Troubleshooting, TCP/IP, DNS, Customer Support

Languages: Python (Scripting), JavaScript/TypeScript, HTML/CSS, SQL (basic)

Tools & Tech: React, Node.js, Git, GitHub, Vercel, Supabase, Firebase, REST APIs, Agile

Projects

ToddlerReads – Interactive Learning Platform | [\[Live Demo\]](#) | [\[Source Code\]](#)

- Used **browser developer tools** to diagnose and resolve user-reported bugs (e.g., mobile audio errors) for a non-technical audience.
- Set up and maintained the full development environment (Node.js, Vite, Git) and managed live deployment to Vercel.

GamerGrave – Indie Game Discovery App | [\[Live Demo\]](#) | [\[Source Code\]](#)

- Built and supported a user authentication system (registration, login, password recovery), gaining experience in user account management and access control.
- Diagnosed full-stack issues by isolating problems between the client-side (React) and backend services (Supabase, RAWG API).

Automation Platform for Small Businesses

- Provided technical support for an automation tool, troubleshooting integration issues between GoHighLevel, Make, and Vapi AI.
- Analyzed and debugged complex automation workflows to reduce system errors and improve reliability.

Experience

Technical Consultant (Freelance) | Chicago, IL

Jan 2022 – Jun 2025

- Acted as the primary technical point of contact for clients, providing front-line support and translating user needs into solutions.
- Troubleshoot and debugged system issues across multiple web platforms, communicating resolutions clearly to non-technical clients.

Education

Northern Illinois University | DeKalb, IL B.S. in Computer Science, May 2025
CompTIA A+ Certification (In progress, self-study)