

# 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)