ZAKI SEDIQYAR

3400 Richmond Pkwy | Richmond, CA
m: 510.586.4466 | zaki.sediqyar@gmail.com

TECHNICAL SPECIALIST

Vision-driven technology engineer with career-long record of operations, business development, and client management success for leading organizations

Proven talent for aligning business strategy and objectives with established technology development and operations management paradigms to achieve maximum operational impacts with minimum resource expenditures. Growth-focused thought leader with expertise spanning web design, customer service, cross-department collaboration, and team management. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills, as well as product innovation, technology solutions, and resource allocation expertise.

CORE COMPETENCIES

- Agile Project Management
- Web Development
- Customer Relations
- Technical Support
- Product Management
- CSM/CSPO

PROFESSIONAL EXPERIENCE

JS DESIGNS, BERKELEY, CA, DECEMBER 2017 – PRESENT
CO-FOUNDER
- Founded alongside co-founder, formed a holistic small business model to strategically attract customers with an affordable structure and ensure operations sustainability.
- Leveraged web development and client management skills to build small business websites and hosted them for a monthly charge, earning $4,000.00 for the first year.

BUSINESS WIRE, SAN FRANCISCO, CA
TECHNICAL SUPPORT SPECIALIST, JANUARY 2019 – PRESENT
- Streamlined customer support workflows to better serve clients, improving overall customer experience and improving teamwide productivity.
- Liaised directly with the QA team to provide continuous flow of feedback regarding internal tool functionality, and proactively responded to foreseeable issues.
- Aligned objectives with HQ specialists, scrum master, HQ creatives, and SQA team to collaborate in building Investor and News HQ websites for our clients.
- Coordinate with entire Customer Experience team on a daily basis to assess performance and provide consistently excellent customer support to a wide range of clients.

WEB OPERATIONS SPECIALIST, OCTOBER 2017 – JANUARY 2019
- Orchestrated critical technical support to national and international clients, providing innovative and swift solutions to diverse problems.
- Crafted innovative procedures and refined workflows for customer support, increasing team productivity and improving customer satisfaction rate up to 60%.
- Partnered closely with customer care team to provide essential support feedback and streamline processes and procedures.

SPORTRADAR GMBH, GERA, GERMANY, MAY 2016 – JULY 2017
SENIOR TECHNICAL SUPPORT
- Piloted technical support services for top tier European and U.S. betting companies, including AP, Google, Facebook, BR Report, and others, directly resulting in the company's multiple nominations for Best Customer Support Award in Europe and its receiving of the award in 2017.
- Demonstrated excellent project management and client service skills by responding to over 5,000 live chats per year and hundreds of client requests via email.
- Identified and eliminated critical bugs crucial to client success, in collaboration with the development team.
- Proactively brought forward useful features to the development team and tracked internal components to improve projects for the system administrations team.

GFA CONSULTING GROUP GMBH, BAGHLAN, AFGHANISTAN, DECEMBER 2013 – AUGUST 2014
PROCUREMENT OFFICER
- Liaised directly with provincial government departments to complete more than 40 projects; collected and calculated project reports for GFA HQ in Hamburg as their primary point of contact.
- Collaborated with Admin/Finance, Program Management, and Engineering teams on humanitarian and construction projects, facilitating cross-team communication and project development.
- Specialized in capacity development for government departments; designing, estimating and executing capacity projects to put forward innovative solutions.
- Acted as primary resource manager, coordinating and assessing the office's procurement, inventory, and fuel consumption.
- Leveraged technology skills as volunteer IT assistor for entire team.

NATIONAL BANK, BAGHLAN, AFGHANISTAN, MAY 2009 – DECEMBER 2013
IT HELPDESK ADMINISTRATOR
- Initiated and facilitated local area network to improve team performance and co-working skills.
- Innovated technology systems to computerize the bank ledgers and customer receipts, directly increasing customer satisfaction by 80% by improving accuracy in calculation and performance.
- Digitalized FMS (file management system) for optimized data archiving.
- Problem-solved for software and hardware issues on a daily basis, responsible for all general technology maintenance.
- Played a key role in initiating the CoreBanking system at the provincial level, in coordination with the central bank's IT Department.

EDUCATION AND CREDENTIALS

BACHELOR'S DEGREE IN COMPUTER INFORMATION SYSTEMS (CIS), 2019 – PRESENT; *Berkeley City College, Berkeley, CA*
ASSOCIATE DEGREE IN INFORMATION TECHNOLOGY (IT), 2009 – 2011; *Farhang Higher Education Institute, Baghlan, Afghanistan*

CERTIFICATES AND TRAININGS

- Certified Scrum Product Owner **(CSPO)**, *San Francisco, CA, 2019*
- Certified Scrum Master **(CSM)**, *San Francisco, CA, 2018*
- Software Product Management **(SPM)**, *San Francisco, CA, 2018*
- Digital Security & Risk Awareness, *Berlin, Germany, 2015*
- Film & Photography, Beschtedt, *Germany, 2015*
- International Computer Driving License **(ICDL)**, *Baghlan, Afghanistan, 2011*
- International Core Banking Solutions **(ICBS)**, *Kabul, Afghanistan, 2011*
- Management (HR, Conflict, Planning, Budget, Project), *Baghlan, Afghanistan, 2008*
- Financial Accounting, *Peshawar, Pakistan, 2006*

VOLUNTEERING

CODECLUB, BERKELEY, CA
LEAD DESIGNER/DEVELOPER
- Orchestrated the full development process of an ambitious project for a meet-up group: planning, designing, and executing the successful launch of their new website.

ADDITIONAL INFORMATION

Languages: English, Persian, Pashto, Hindi, German

Technical Proficiencies: JavaScript, C++, Java, Web Development (HTML, CSS, Sass, Bootstrap, NodeJS, Express JS, MongoDB), Git, GitHub, Drupal CMS, SDLC, Scrum, Jira, Confluence, Microsoft Office Suite, OTRS Helpdesk, Splunk, Adobe, XD, Lightroom, Photoshop

Interests: Traveling, history, football (soccer), mountain hiking