SAEED BADGHAISH

Staff TechOps & Support Engineer

☏ + (966) 551310213   ✉ Saeedo_98@hotmail.com   🌐 Riyadh, Saudi Arabia   🌐 LinkedIn

SUMMARY

Staff TechOps & Support Engineer with over 5 years of experience in system maintenance, support, and web development. Proven ability to design, implement, and maintain complex systems, leveraging skills in Kubernetes, Linux, database administration, and various programming languages. Seeking to apply technical expertise and leadership skills to drive impactful solutions

EXPERIENCE

Sumerge, Riyadh, Saudi Arabia

Staff TechOps & Support Engineer / Dec 2024 – Present
TechOps & Support Engineer / Sep 2022 – Dec 2024

▸ Managed Tier 2/3 support, ensuring SLA adherence and effective client communication.
▸ Diagnosed and resolved complex technical issues, providing detailed documentation for escalations.
▸ Monitored system performance, proactively identifying and resolving bottlenecks.
▸ Collaborated with development teams to deploy and support production applications.
▸ Ensured the health and availability of critical business applications.
▸ Documented system configurations, procedures, and troubleshooting steps.
▸ Collaborated with different teams to resolve issues and implement solutions.
▸ Communicated technical information clearly to diverse audiences.
▸ Provided technical guidance and mentorship to junior team members.
▸ Technical Skills: Kubernetes, Linux, Database Administration, Operating Systems, Microservices, Apache Tomcat, Java, Spring Boot, Angular, C#, Postman.

University of Jeddah, Information Technology Center, **Jeddah, Saudi Arabia**

Full Stack Web Developer / Jul. 2019 – Sep. 2022

▸ Contributed to the development and implementation of process automation and digital transformation projects.
▸ Enhanced and maintained existing systems through debugging, tracing, and bug fixes.
▸ Played a key role in developing and deploying a remote Release Letter automation system during the COVID-19 lockdown, minimizing physical contact and ensuring operational continuity.
▸ Technical Skills: .NET, C#, Entity Framework, HTML5, CSS3, JavaScript, Bootstrap, SSMS (SQL Server Management Studio), Toad, Postman, Nintex.

EDUCATION

Institute of Public Administration, Jeddah, Saudi Arabia
Associate degree in Computer Programming, 02-May-2019. GPA: 4.91 / 5

CORE COMPETENCIES

▸ Problem solving, rapid information assimilation, analytical thinking, attention to detail, communication, teamwork, and independent work.

LANGUAGES

English – Arabic –Turkish

REFERENCES

Available upon request