**SAEED BADGHAISH**

TechOps & Support Engineer



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**SUMMARY**

TechOps & Support Engineer with a strong background in Web Development with 4+ years of hands-on experience designing, developing, and implementing applications and solutions using a range of technologies and programming languages. Seeking to leverage broad development experience and hands-on technical expertise in a challenging role as a Full Stack Web Developer

**EXPERIENCE**

**Sumerge, Riyadh, Saudi Arabia**

*TechOps & Support Engineer Sep. 2022 – Present*

* Maintain system availability, continuity, and capacity.
* Respond to customer Tier 2 issues sticking to SLA.
* Reach clients either via phone or tickets with an appropriate action plan.
* Assist L1 during deeper analysis of customer problem.
* Provide level 2 Investigation and Diagnosis.
* Manage, prioritize, and respond to cases within defined SLA’s.
* Provide necessary information, observations, logs, and all required support to respective resources in case of escalating the issue to Tier 3.
* Track escalated issues and send feedback status to customer.
* Prioritizes routine work.
* Communicate with L3 and customers on fix status.
* Skills: Kubernetes · Database Administration · Operating Systems · Java Development · Microservices · Problem Solving

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

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

* Participated in implementing several projects focused on process automation & digital transformation
* Upgraded existing systems as well as maintained by debugging, tracing, and fixing bugs
* Participated in implementation of a system for automating the Release Letter procedures for employees during Covid-19 lockdown, which helped protect staff from being exposed to Covid-19 & eliminate the spread of the virus through paper contact as well as ensuring the process runs smoothly & remotely
* Languages & technologies used include: .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*

**SKILLS & CORE COMPETENCIES**

* Fast learning and assimilation of new information
* Excellent problem-solving and critical thinking abilities
* Excellent attention to detail
* Effective communication and teamwork skills
* Ability to work as part of a team or independently
* C#, Java, JavaScript, TypeScript, SQL, .NET, Entity Framework, HTML5, CSS3, Bootstrap, JSON, XML, AJAX, jQuery, Postman, Nintex for Sharepoint, Web Apps
* Experienced in developing & managing databases using SSMS (SQL Server Management Studio), Oracle Database XE (Oracle Database Express Edition)
* Familiar with reporting tools, such as: RDLC, Report Builder, Report Viewer
* Familiar with Version Control using Azure DevOps Server and GitHub
* Familiar with using Telerik library of user interface controls
* Familiar with Object-Oriented Programming
* Familiar with using third party JavaScript libraries
* Interested in following best practices in software engineering & coding by writing clean, maintainable code
* Experience in Java Mobile App development for Android using Android Studio
* Familiar with developing and consuming RESTful APIs
* Familiar with using Postman to test and ensure functionality of RESTful APIs

**REFERENCES**

Available upon request

**LANGUAGES**

English – Arabic – Turkish