# SAEED BADGHAISH

### TechOps & Support Engineer

📞 + (966) 551310213 ✉ Saeedo_98@hotmail.com 🌍 Riyadh, Saudi Arabia 🌐 Saeedo98.com

## 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.

## 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

## LANGUAGES

English – Arabic – Turkish

## REFERENCES

Available upon request