

# Sajid Jaber

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414.380.1606

Brookfield, WI

## PROFESSIONAL SUMMARY

I am a Computer Science graduate with hands-on experience in web development and IT support across diverse industries. Skilled in a wide range of web development tools and frameworks, with a strong focus on troubleshooting, website management, and front-end development. Eager to leverage technical and customer service experience to drive effective solutions in a dynamic role.

## EMPLOYMENT HISTORY

Mar 2018 – June 2022

West Allis, WI

### **IT Specialist, US Cellular**

- Diagnosed and resolved a range of POS system and computer issues, achieving a 95% same-day resolution rate to ensure seamless operations.
- Led maintenance and updates for the store's website, enhancing UX and functionality to improve online customer engagement.
- Developed and launched a new website for the store, integrating user feedback to optimize design and usability.

May 2018 – Present

Remote

### **Web Design Support Technician, Freelancer**

- Designed, built, and maintained dynamic websites using HTML, CSS, JavaScript, and Next.js, tailoring projects to meet client requirements and industry best practices.
- Edited and optimized web content for improved search engine visibility, increasing web traffic and user engagement by enhancing SEO and page performance.

Aug 2016 - Mar 2018

Cudahy, WI

### **Web Technician, Cudahy PC**

- Directed website updates and content edits, improving site reliability and ensuring consistent uptime.
- Managed domain name registrations and renewal processes, maintaining secure and uninterrupted website access.
- Collaborated with senior developers on content strategy, enhancing alignment with brand and user needs.

Jan 2017 - May 2017

Pewaukee, WI

### **Web Developer Intern, Marketing Metrics**

- Developed and edited web content, adhering to client specifications to increase user engagement by 15%.
- Established website backup protocols, reducing data loss risk by regularly archiving essential files.

Apr 2014 - Dec 2015  
Whitewater, WI

## Helpdesk Technician, UW-Whitewater

- Provided comprehensive tech support to students and faculty, resolving inquiries with a 90% first-contact resolution rate.
- Assisted campus-wide with hardware and software troubleshooting, streamlining support ticket resolution processes.

## EDUCATION

Feb 2022 – May 2022

Web Development Certificate  
UW-Madison Extension

Sep 2013 - May 2017

Computer Science, BS  
UW-Whitewater

Dec 2023 – Oct 2024

Software Engineering Certificate  
Springboard

## SKILLS

- **Technical:**
    - Python
    - Bootstrap
    - Git/GitHub
    - CSS4
    - HTML5
    - JavaScript ES6+
    - SQL/MySQL
    - NoSQL
    - jQuery
    - Object-Oriented Programming
    - Express
    - React
    - Node
    - Linux
    - PHP
    - Next.js
  - **Other:**
    - Microsoft Office Suite
    - Customer Service
    - Collaboration
    - Time Management
    - Team Leadership
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