Muhammad Sameer

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🌐 muhammadsameer.tech
 GitHub
 LinkedIn

Drivers License - Code B
Personal Vehicle - Yes

Highly skilled & collaborative **IT professional** with more than 4 years of expertise in Technical Support, Web Development and Sales. Continually pursuing challenges to learn more and enhance the client experience whilst maintaining an addiction to learning cloud technologies. Excellent communication, problem solving and decision-making skills.

SKILLS & KNOWLEDGE AREAS

- React | React Native | Python | C# | JavaScript | Linux | AWS | Azure | Git | .Net Core | CSS | Next js | JQuery | React-router | SQL
- Cloud Computing | Helpdesk | Technical Support | Front-end | Serverless | Agile | Networking | Figma | GitHub | Scrum

PROFESSIONAL EXPERIENCE

Technical Support Specialist — TechCraze Ltd — Durban, SA — 2020 – Current

- Provided first-level technical support to end users on proprietary software and applications, including installation, basic usage, and appropriate service level to warranty.
- Wrote scripts to automate scheduled system patching. Saved 4 hrs/week.
- Analyzed existing manual processes and developed and implemented improvements.
- Maintained updated knowledge of company products and services to better provide customer support and service solutions.
- Problem-solved, diagnosed and corrected systems to ensure functional objectives were met.
- Conduct various knowledge transfer session to improve the team's product knowledge.
- Performed troubleshooting techniques over the phone or via email to identify and resolve issues

Sales Manager — V Cell Clinix — Durban, SA — 2018 – 2020

- Successfully managed a sales team of 12+ members to monthly achieve sales goals.
- Developed sales plan to expand customer base and increase customer retention leading to an increase in revenue by 50%
- Presented sales, revenue and expense reports to management team.

EDUCATION

Durban University of Technology

- Advanced Diploma (**BTech**) In Information & Communication Technology (**NQF Lvl 7**) — 2022
- Diploma in Information & Communication Technology (**NQF Lvl 6**) — 2018 – 2020

Sherdil IT Academy

- DevOps Engineer Training — 2021
- Solutions Architect Training — 2021

CERTIFICATIONS

AWS	DVA-C01 (AWS Developer Associate) Estimated June 2023
	SAA-C02 (Solutions Architect Associate) → 2021
Cisco	Networking Essentials → 2020
	NDG Linux Unhatched → 2018
	Introduction to Cyber Security → 2018

WEB DEVELOPMENT EXPERIENCE

Cloudify Blogs → **muhammadsameerblogs.vercel** | **github**

Modern blog application with featured and recent posts, categories. full markdown articles, author information, comments

- Implemented Next.js pre-rendering with static-site generation to improve website speed by 60%.
- Dynamically managed content through Hygraph CMS to improve website performance by 30%
- Managed app state & inter-process communication with React hooks

Portfolio Website → **muhammadsameer.netlify.app** | **github**

Digitalized portfolio with Skills, work, about, testimonials & a contact section

- Converted my original portfolio to a vibrant website using React, JSX, SCSS & content managed through Sanity CMS.
- Implemented code quality and reusability by 30% by using React Higher-Order Component structure.

Netflix Clone → **netflix-clone.firebaseapp.com**

- Participated in **Clever Programmer** 5 day challenge to build Netflix using Firebase, **TMDB API,** React & BEM convention.
- Improved application security by implementing authentication through the use of Firebase Authentication API.
- Implemented React Router to improve application load speed by 40%.