

SARAI RAMADAN

801 Englewood Pkwy Apt D304 Englewood, CO 80110 · 651-230-4636

Sairiramadan10@gmail.com · www.linkedin.com/in/SaraiRamadan · www.friendslikeme.us

EXPERIENCE

APR 2021 – PRESENT

TECHNICAL SUPPORT ASSOCIATE, JAMF SOFTWARE

In my role as a technical support associate, I work with the technical support department to provide technical support and guidance for customer queries related to the installation, troubleshooting, and integration of JAMF products and supporting technologies. I also provide direct assistance to JAMF users and am responsible for fielding incoming phone calls, chat, and email requests as well as deliver tier 1 technical support to JAMF School and JAMF Now customers with an emphasis on first-touch issue resolution.

APR 2018 – APR 2021

RETAIL INTEGRATION SPECIALIST/MOBILE EXPERT, T-MOBILE USA

As a mobile expert, my role was to build proficiency related to serving and selling to our customers while providing a world-class customer experience and building brand loyalty. I also established relationships with and partners with T-Mobile employees across different channels. In my temporary role as a retail integration specialist, I was assigned to go to other retail locations within my region and train current and new employees on T-Mobile operations and general T-Mobile sales and customer service skills through our company merger with Sprint.

JAN 2021 – PRESENT

FOUNDER & EXECUTIVE DIRECTOR, FRIENDS LIKE ME INC.

As the founder my role is to build a team to help me continue delivering on our mission. Since we are still in the early stages, it has also been my job to do the project management using Agile methodology to drive progress so we can get our web application up and performing well. I organize meetings as well as delegate tasks across our team.

EDUCATION

FEBRUARY 2022 - PRESENT

IT SUPPORT SPECIALIST, COURSERA | GOOGLE

I have completed the courses Operating Systems and You: Becoming a Power User, The Bits and Bytes of Computer Networking, and Technical Support Fundamentals.

SKILLS

- Programming Languages (HTML, CSS, JavaScript)
- WordPress + WordPress Plugins
- Operating Systems (MacOS, Windows, Linux)
- JAMF (Pro, Now, School)
- Productivity (MS Office, G Suite, Slack, JIRA, Zoom, Salesforce, ServiceNow, Asana)
- Adaptable
- Team player
- Customer Service
- Troubleshooting
- Effective Communication
- Leadership