

HAZEER ZACKY M.H.M.

IT Support Technician | Social Media Manager | Web Developer

CONTACT

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EDUCATION

KINGSTON UNIVERSITY

BSc (Hons) Computer Science in
Software Engineering
2023 - 2024

ADVANCED TECHNOLOGICAL INSTITUTE

Higher National Diploma:
Information Technology
2019 - 2022

SKILLS

CCNA(200-301)

Networking

Digital Marketing

Computer Hardware

Business research

Content Creation

Graphic Designing

CERTIFICATION

DIGITAL MARKETING

HubSpot Academy

SOCIAL MEDIA MARKETING

HubSpot Academy

SEO CERTIFIED

HubSpot Academy

MASTERING SOCIAL MEDIA MARKETING

Udemy

ABOUT ME

Dynamic Web Developer turned Digital Marketing Specialist and IT Support Technician with 3+ years of experience in creating engaging websites, managing servers and domains, and providing IT support. Skilled in boosting online presence through social media, SEO, and content creation, while troubleshooting hardware, software, and network issues. Expertise in digital media trends, audience engagement, graphic design, and network management. Proficient in using AI tools to enhance digital marketing, blending creative, technical, and IT skills to drive brand visibility and operational efficiency.

WORK EXPERIENCE

SOCIAL MEDIA MANAGER

ForgeEra, Colombo, Sri Lanka (2024-Present)

- Managed and optimized clients' social media profiles, ensuring brand consistency and engagement across multiple platforms.
- Developed and produced unique, high-quality video and image content tailored to target audiences, boosting follower engagement and brand visibility.
- Strategically planned, executed, and monitored social media campaigns, driving brand awareness and achieving marketing objectives.
- Created comprehensive social media management documentation, streamlining processes and improving team efficiency.
- Engaged with brand customers through comments and DMs, fostering community interaction and enhancing customer relationships.

IT SUPPORT TECHNICIAN

Zentech IT Solutions LLC, Doha, Qatar (2023-2024)

- Provided comprehensive help desk support, troubleshooting hardware, software, and network issues via remote and on-site assistance.
- Managed installation, configuration, and upgrades of IT systems, ensuring optimal performance and security.
- Designed and maintained both wired and wireless networks, implementing robust security protocols and resolving network connectivity issues.
- Conducted regular data backups and disaster recovery procedures, safeguarding company data and minimizing downtime.
- Advised on strategic IT planning and vendor management, aligning technology investments with business goals to enhance operational efficiency.

WORK EXPERIENCE

WORDPRESS DEVELOPER

ZENZO | Branding Studio, Jaffna, Northern Province, Sri Lanka (2024-2024)

- Experienced WordPress Developer at Zenzo Branding Studio
- Specializes in web server management and WordPress website development
- Proficient in using the Elementor page builder
- Implemented SEO best practices to enhance organic reach and improve search engine rankings.
- Passionate about creating efficient and visually appealing websites
- Focuses on meeting client objectives and enhancing user experience

ASSOCIATE WEB DEVELOPER

huex, Colombo, Sri Lanka (2021-2022)

- Developed and maintained WordPress, Shopify, and Webflow websites, leveraging Elementor page builder for custom design and functionality.
- Managed web servers and domains, ensuring optimal performance, security, and uptime.
- Provided technical support to clients, troubleshooting issues and delivering effective solutions.
- Implemented SEO best practices to enhance organic reach and improve search engine rankings.
- Collaborated with cross-functional teams to deliver high-quality web solutions tailored to client needs.

SOCIAL MEDIA MANAGER

One Day Digital, Colombo, Sri Lanka (2021-2022) (Part Time)

- Managed clients' social media profiles by creating unique and engaging video and image content, scheduling posts, and monitoring performance to ensure optimal reach and engagement.
- Planned and executed social media campaigns, leveraging industry trends and audience insights to enhance brand visibility and drive user engagement.
- Developed comprehensive social media management documents to streamline processes and provide strategic direction for content creation and scheduling.
- Interacted with brand customers through comments and direct messages, fostering community engagement and addressing customer inquiries to maintain a positive brand image.
- Oversaw the management of clients' WooCommerce websites, ensuring seamless integration of social media strategies with e-commerce operations to boost online sales and customer satisfaction.

REFEREES

MR. ASMATH HANAAN

Art Director,
Lecture,
Team Lead: Branding and
advertising,
+94777616186
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AMDT School of creativity.

MR. SUNAS HUSAINDEEN

Consultant Oracle HCM
DMS Software Technologies LTD
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TOOLS

- Zendesk
- TeamViewer
- AnyDesk
- Microsoft Teams / Zoom / Discord
- PingPlotter
- Wireshark
- VirtualBox
- Adobe Creative Suite
- CapCut or InShot
- Hootsuite
- SocialBee
- Google Analytics
- HubSpot
- ManyChat

COVER LETTER

Mohammed Hazeer Zacky M.H.
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Dear Hiring Manager,

I am writing to express my enthusiasm for the opportunity to bring my skills and experience to a dynamic organization like yours. With a solid background in web development, digital marketing, and IT support, I have developed a unique combination of creative and technical abilities that enable me to drive impactful results. I am confident that my comprehensive skill set, professional experience, and passion for technology will make a valuable contribution to your team.

Over the past three years, I have worked in diverse roles such as Social Media Manager, IT Support Technician, and Web Developer, honing my expertise in creating engaging websites, managing online content, troubleshooting technical issues, and boosting brand visibility through strategic digital marketing. I have also developed a strong foundation in SEO, network management, and social media marketing, which has equipped me with the tools to deliver successful projects that meet and exceed organizational goals.

My experience working with various platforms like WordPress, Shopify, and Webflow, as well as tools such as Adobe Creative Suite, Google Analytics, and HubSpot, allows me to adapt to new challenges quickly and effectively. I am particularly skilled at using AI tools for digital marketing and blending technical knowledge with creative strategies to enhance user experiences and streamline operations.

I am eager to bring my proactive approach, strong problem-solving skills, and dedication to a new role, where I can continue to grow while making a meaningful impact. I would welcome the opportunity to discuss how my background, skills, and certifications in areas such as digital marketing and IT support could benefit your organization.

Thank you for considering my application. I look forward to discussing my qualifications in more detail.

Sincerely,
Hazeer Zacky