**[It Support Web Developer](https://www.postjobfree.com/resume/ad3br1/it-support-web-developer-manhattan-ny)**

**Location:**Manhattan, NY, 10007

**Posted:**February 02, 2024

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**Resume:**

IMTHIYAS JAWFAR

IT Support Specialist

+ 1 (908) 538-4442 # 472 College Drive, Edison, NJ 08817, USA kinniya@gmail.com / imthiyas.itp@gmail.com www.linkedin.com/in/kinniyan www.imthiyas.us www.facebook.com/kinniya

As a seasoned IT Service professional with 20+ years of experience providing IT support and maintenance. Managed 20+ cases daily for on-site and remote users., Professional Experience

Professional Summary:

• IT Project Manager at BurkinaBe In Action (BBIA), Millburn, New Jersey, USA. Oct 2023 – to Date

• Computer and Information Systems Manager/IT Consultant at Gbase Technologies (2004 - August 2023)

• Remote Web Developer and IT Support at Viral Marks (March 2017 - August 2023):

• Remote Web Developer at ZEEKAY Consultants (March 2019 - August 2023):

• Remote Web Developer and IT Support at NARTEC Consultants (January 2018 - February 2023): BurkinaBe In Action (BBIA), Millburn, New Jersey, USA. Oct 2023 – to Date Website: www.bbiaburkinabeinaction.org Email: info@bbiaburkinabeinaction.org IT Project Manager Hybrid Mode.

Roles & Responsibilities

• Lead successful planning, execution, and completion of IT projects (Website) for BurkinaBe In Action, aligning with the organization's mission and objectives.

• Define project scope, goals, and deliverables, effectively communicating objectives to stakeholders and ensuring alignment with BBIA's mission.

• Oversee quality assurance processes, ensuring high-quality project outcomes contributing to BBIA's impactful work.

• Focus on fostering a collaborative team environment, leading, motivating, and mentoring project team members in alignment with BBIA's organizational values.

• Demonstrate adaptability in a fast-paced work environment, utilizing strong problem-solving skills to address challenges and contribute to BBIA's success. Additional Responsibilities:

• Maintain and developed BurkinaBe In Action's website, ensuring consistent language and branding across all pages to amplify the organization's impact.

• Lead the design and execution of social media campaigns and strategies to enhance engagement, furthering BBIA's outreach efforts.

• Support BBIA's team at events by capturing social media photos and videos for approval, contributing to the organization's visibility.

• Manage the submission of all content to the CEO for final approval before posting, ensuring alignment with BurkinaBe In Action's values and messaging.

• Ensure consistent language and branding across the website, reinforcing BurkinaBe In Action's identity. Gbase Technologies, Main Street, Kinniya, Sri Lanka. 2004 – Aug 2023 Website: www.gbaselk.com Email: info@gbaselk.com

Computer and Information Systems Manager / IT Consultant Roles & Responsibilities On Site

• Directed daily operations, conducting thorough workflow analysis, and coordinating projects to ensure seamless execution.

• Facilitated cooperation and issue resolution with department heads, managers, and vendors, fostering a collaborative work environment.

• Oversee and optimize the organization's network for reliability, scalability, and efficient troubleshooting.

• Implement robust security measures to protect the network, ensuring compliance with industry regulations and internal policies.

• Managed IT teams, overseeing and ensuring the successful execution of various projects.

• Provided extensive technical support to stakeholders, addressing queries and resolving issues promptly.

• Delivered technical support for both Mac and Windows Operating Systems, offering comprehensive assistance to meet client needs.

• Extended technical support in smartphone device setup and troubleshooting, demonstrating proficiency with iPhone/iPad and Android devices.

• Demonstrated expertise in setting up and resolving issues with various email clients, with a specialized focus on Outlook and Gmail, particularly in G Suite environments.

• Provided solutions for clients in Microsoft Office, printing technologies, and networking protocols, ensuring optimal system functionality.

• Proactively procured and maintained VPS and Shared Hosting, strategically managing resources for efficient client distribution.

Environment: HTML, CSS, WordPress, Joomla, JavaScript JQuery, Databases, Dedicated Server for Hosting, VPS for Hosting, Shared Server for Hosting. Adobe Photoshop, Adobe Illustrator, Movavi Video Editor, Tooly 2D animating tool. Gsuite, Windows, MacOS, Microsoft Office. CRM software. ViralMarks (PVT) Ltd, KSA, Sri Lanka Mar 2017 – Aug 2023 www.viralmarks.com info@viralmarks.com

Web Developer / IT Support

Roles & Responsibilities Remote

• Set up and maintained e-commerce and CMS platforms for clients, specializing in Joomla and WordPress.

• Customized themes from scratch or modified existing themes to align with specific client requirements.

• Installed and customized plugins/modules to extend the functionality of websites.

• Performed updates, troubleshooting, and ongoing maintenance of websites with precision.

• Customized the look and feel of websites based on client needs, including layout, colors, and fonts.

• Ensured that Joomla and WordPress websites were responsive and compatible with various devices and sizes.

• Created and edited banners, ads, icons, and other images, ensuring visually compelling and cohesive designs.

• Developed engaging videos and 2D animations to enhance multimedia content on websites.

• Project-managed various web and communications tasks, overseeing the successful execution and completion of projects.

• Developed and wrote internal and external-facing communications, showcasing a proficiency in crafting effective and impactful messaging.

• Proactively resolved website/system issues.

• Provided remote IT support for employees.

• Implemented efficient web file backup solutions.

• Managed shared hosting and virtual private servers.

• Collaborated seamlessly with cross-functional teams.

• Conducted website audits for improvements.

• Optimized website performance.

• Deployed new features and updates.

• Enhanced security measures.

• Monitored website and server performance.

• Conducted data backups and recovery tests.

Environment: HTML, CSS, WordPress, Joomla, JavaScript JQuery, Databases, Dedicated Server for Hosting, VPS for Hosting, Shared Server for Hosting. Adobe Photoshop, Adobe Illustrator, Movavi Video Editor, Tooly 2D animating tool.

I held the same position at two distinct companies, thereby encompassing comparable roles and responsibilities.. ZEEKAY Consultants, Canada, India, KSA, Qatar, Sri Lanka Mar 2019 – Aug 2023 www.zeekayconsultants.com info@zeekayconsultants.com Web Developer / IT Support Remote

NARTEC Consultants, UAE, Oman Jan 2018 – Feb 2023

www.nartecconsultants.com info@nartecconsultants.com Web Developer / IT Support Remote

Education Details:

• Bachelor of Science in Computer Science Specialization in Information Technology from Alliance International University in 2017.

• Reading Master in Information Technology in Sabaragamuwa University of Sri Lanka. (Hope to completed in 2024) Certification Details:

• I obtained the "Technical Support Fundamentals" certification from Google in June 2021.

• I obtained the " Getting Started in Microsoft SharePoint" certification from Coursera in October 2023.

• I obtained the " Social Media Management" certification from Meta in December 2023.

• I obtained the " Advertising with Meta" certification from Meta in January 2024.

• I obtained the " Measure and Optimize Social Media Marketing Campaigns" certification from Meta in January 2024.

Skills & Other

Expert in Joomla Administration, Web Development, IT Support, Teaching IT, 2D Video Animation, Graphic Design, Computer Hardware, Computer Network, Desktop Publishing, CMS,, WordPress Administration, HTML, CSS, JavaScript, Skills in working with databases, WHM & Cpanel Administration, Website Migration, Technical Proficiency, Troubleshooting Skills, Customer Service, Security Awareness, Remote Communication Tools, Time Management, Adaptability, Cultural Sensitivity, Remote Work Etiquette, Team Collaboration, End-User Education, Charity Works.

Professional Membership

Professional Member of Computer Society of Sri Lanka (CSSL) Resume Updated Date: Thursday, January 18, 2024