

BUTTY SAYLEE

Google IT Support Certified | Software Engineer | IT Support | Cybersecurity

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PROFESSIONAL SUMMARY

Detail-oriented IT and Technical Support professional with a Bachelor of Technology in Software Engineering from Delhi Technological University (minor in Cyber Forensics & Cyber Law), India. Hands-on experience troubleshooting hardware, operating systems, and networks, alongside a Google IT Support Professional Certificate and Google Foundational Cybersecurity certification. Strong background in customer support, system administration, QA, and technical documentation. Seeking an entry-level IT Support, Technical Support and any Tech related role.

TECHNICAL SKILLS

IT Support & Help Desk: Hardware & OS Troubleshooting (Windows, macOS, Linux), Networking (TCP/IP, DNS, DHCP, LAN/WAN), System Administration, Help Desk & Ticketing Systems, Remote Support Tools, Customer Service

Cybersecurity: Security Principles, Risk Management, Authentication & Access Control, Data Privacy, Ethical Hacking, Malware Analysis, Cyber Forensics, Secure Coding, Cyber Law

Programming & Software Engineering: Python, C, C++, JavaScript, SQL, OOP, Data Structures & Algorithms, RESTful APIs, Database Design, Git/GitHub, Agile Methodologies

Cloud & Productivity Tools: Google Workspace, Microsoft 365, SaaS Applications, Cloud Fundamentals (IaaS, PaaS, SaaS), VS Code

Core Competencies: Technical Troubleshooting, Documentation, Data Analysis, QA & Testing, Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

Quality Assurance Freelancer | LEAD Group · India

Jan 2026 – Jun 2026

- Conducted end-to-end QA reviews of educational books across multiple grade levels, verifying technical accuracy, grammar, and formatting against editorial standards.
- Identified and resolved errors in content, diagrams, and references, resulting in error-free learning materials delivered consistently across each review cycle.

Data & Software Engineering Intern | Apnapan · India

May 2025 – Aug 2025

- Built a full-stack data insights platform using Python, Streamlit, Pandas, and Plotly to process and visualize 100+ student survey responses via interactive dashboards.
- Integrated Google Sheets API with OAuth 2.0 authentication to enable secure, real-time, role-based data access for stakeholders.

Remote Virtual Assistant / Customer Support | Hyclep Pty Ltd · USA (Remote)

Apr 2024 – May 2025

- Delivered professional customer and technical support, coordinated administrative operations, and managed digital records to support remote teams.
- Utilized productivity and help-desk tools to streamline business processes, resolve inquiries, and prepare accurate reports and documentation.

Computer Lab Assistant / IT Support | William Gabriel Kpoleh High School · Liberia *Sept 2017 – Nov 2021*

- Provided technical support and computer literacy training to students, delivering hands-on instruction in Microsoft Word, Excel, PowerPoint, internet usage, and fundamental IT concepts.

- Maintained and troubleshoot computer lab hardware, software, and network resources, resolving technical issues for students and staff in a timely manner.

PROJECTS

Apnapan Data Insights Pulse · Python · Streamlit · MongoDB · Pandas · Plotly

- Designed and developed a full-stack Streamlit data insights application that automates dataset analysis, transforming raw data into meaningful insights and visual reports.
- Built data processing and visualization functionality to support user-driven data exploration and reporting.

Repository: <https://github.com/ButtySaylee/data-insights-generator-v2> | Live: <https://apnapanpulse.streamlit.app/>

Succevia Hub · Next.js 16 · TypeScript · Supabase · Tailwind CSS 4 · Cloudinary · PWA

- Architected and built a comprehensive full-stack web platform serving as Liberia's central hub for jobs, scholarships, marketplace listings, professional services, business directory, and community engagement. The platform connects thousands of users across 60+ countries with a mobile-first, PWA-enabled experience. This platform is still in progress.

Repository: <https://github.com/ButtySaylee/succevia-hub> | Live: <https://succeviahub.vercel.app>

EDUCATION

BTech in Software Engineering (Minor: Cyber Forensics & Cyber Law)

Delhi Technological University, Delhi, India | Nov 2022 – Jun 2026

Relevant Coursework: Data Structures & Algorithms, OOP, Software Engineering, Web Technology, DBMS, Computer Networks, Information & Network Security, Ethical Hacking, Malware Analysis, Cyber Forensics, Secure Coding, Cyber Law

CERTIFICATIONS

- **Google IT Support Professional Certificate (6 Industry focused courses)** — Google / Coursera, 2026
- Foundations of Cybersecurity — Google / Coursera, 2025
- Joy of Computing Using Python — NPTEL, IIT Madras, 2025
- Introduction to Software Engineering — IBM / Coursera, 2024
- Programming Fundamentals — Duke University / Coursera, 2024
- Virtual Assistant Programme — ALX Africa, 2024
- Web Design — Orange Liberia Digital Center, 2022
- Computer Software Operator — YMCA of Liberia, 2015

LEADERSHIP

Technical Activity Coordinator | DTU International Student Society · Delhi, India Nov 2022 – Jan 2024

- Planned and executed 5+ technical events for 150+ international students, driving cross-cultural collaboration and peer networking across the university community.