



OMAR SHAZULEEN HASSEN

I build AI-powered systems that scale operations, reduce manual effort, and improve business performance.

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WHAT I BRING

With over 17 years of experience across operations, customer success, and technical execution, I have delivered results across global markets including the UK, UAE, Australia, Malaysia, and North America. I specialise in building scalable systems, improving operational performance, and leveraging AI tools to drive measurable business outcomes.

KEY ACHIEVEMENTS

- Improved support team performance by 80%+ through structured leadership and training
- Maintained <1 minute chat response and <5 minute resolution time
- Managed 350+ staff across 50+ teams and 38+ projects
- Delivered full MVP within 5 months
- Resolved 2500+ tickets with 98% SLA success rate
- Increased revenue by ~40% annually
- Achieved 92% first-time deployment success in L2 environments
- Maintained 100% tax and compliance accuracy
- Delivered 98.5% operational accuracy in early-stage roles

CORE SKILLS

- **AI Tools:** ChatGPT Pro, Claude, Midjourney
- **Automation & Development:** Google Apps Script, workflow automation, scripting, software development
- **Programming:** Python, JavaScript, Java, TypeScript, Swift, Kotlin, C#, Go, Ruby, SQL, Rust, AppScript, ASP.Net, C++, Mongo, R
- **Customer Success & Support:** Incident management, escalation handling, SLA management
- **Operations & Leadership:** Team leadership, project execution, cross-functional coordination
- **Technical Support:** Application support, remote support, knowledge base management
- **Digital Marketing:** Personal branding, campaign execution, lead generation, Google Ads, Facebook Ads, email marketing
- **Technical Expertise:** Backend systems, L2 database support, system architecture understanding

TOOLS & TECHNOLOGY

- **AI Platforms:** ChatGPT Pro, Claude, Midjourney
- **Automation:** Google Apps Script, Zapier, workflow systems
- **Project Management:** Jira, Asana, Trello, Monday.com, Microsoft Project, Basecamp, Smartsheet, ClickUp
- **Support & CRM:** Intercom, Zendesk, HubSpot, CRM platforms, Slack
- **Technical:** Backend systems, QA tools, database support
- **Marketing Tools:** Google Analytics, Google Ads, Facebook Ads Manager, Hootsuite, Mailchimp, SEMrush, Buffer
- **Creative Tools:** Photoshop, Illustrator, Premiere Pro, After Effects
- **Productivity:** Google Workspace, dashboards, reporting systems

PROFESSIONAL EXPERIENCE

Co-Founder – Elevate Growth (2025–Present)

- Built and scaled a digital marketing company focused on personal branding and growth
- Developed AI-powered content and automation systems improving delivery efficiency
- Implemented structured workflows for client onboarding, execution, and reporting
- Led end-to-end operations including strategy, execution, and performance tracking

Product Support Specialist & QA Engineer – HeyMilo.AI (2025)

- Maintained <1 minute response and <5 minute resolution time improving customer experience
- Improved team performance by 80%+ through structured processes and coaching
- Led QA processes reducing release issues and improving platform stability

Senior Tech Lead – ArcheloLAB (2024–2025)

- Delivered full MVP in 5 months including backend architecture
- Built scalable backend systems and ensured seamless integrations
- Delivered client solutions with 100% satisfaction rate

Trainer & Executive Assistant – Oceans XYZ (2023–2024)

- Improved team productivity by 80–90% through structured training systems
- Developed automation tools and assessment systems for continuous improvement

Software Consultant & Head Trainer – Synthros Ltd. (2021–2023)

- Handled 2500+ tickets with 98% SLA success rate across global clients
- Achieved 92% first-time deployment success in L2 environments
- Delivered training programmes generating additional revenue streams

Software Support Engineer – Programus Lanka (2020–2021)

- Maintained 100% SLA performance across support operations
- Resolved over 800 escalated issues efficiently

Consulting & Operations – Freelance (2017–2024)

- Managed operations, stakeholder coordination, and administrative systems
- Increased revenue by ~40% annually through digital marketing strategies
- Maintained 95%+ invoice settlement and 100% tax compliance

Global Data Management (2008–2020)

- Progressed from Data Entry Operator to COO-level leadership
- Managed 350+ staff across 50+ teams and executed 38+ projects
- Maintained 96.7% client satisfaction and 98.5% operational accuracy

PERSONAL PROJECTS

AI-Powered Feedback & Analytics System

Designed and implemented an automated feedback and analytics system using Google Apps Script and AI tools. Impact: Reduced manual processing time by over 70% and improved decision-making speed.

Automation Workflow Systems

Developed workflow automation systems including document generation and tracking dashboards. Impact: Improved operational efficiency by over 60%.

AI Content Systems

Built scalable AI-driven content systems for marketing and branding. Impact: Reduced content production time by over 50%.

Training & Assessment Tools

Developed AI-assisted training and performance tracking systems. Impact: Improved employee productivity by up to 90%.

EDUCATION

- eMSc Digital Marketing – Asia e University (2025)
- B.Eng Software Engineering – University of Staffordshire
- B.Sc – University of Nottingham

LANGUAGES

- English – Fluent
- Sinhalese – Fluent
- Tamil – Basic