



OMAR SHAZULEEN HASSEN

Operations & Delivery Manager | Support Operations Process Improvement | AI Automation

I build practical operating systems for teams: support workflows, automation, reporting, training, and delivery structures that reduce manual work and improve consistency.

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PROFESSIONAL SUMMARY

Operations, support and delivery professional with 17+ years of experience improving how teams work across support operations, process improvement, workflow automation, training, QA, implementation support, and digital systems. I progressed from entry-level operations to COO-level leadership, managed 350+ staff across 50+ teams and 38+ projects, and built practical systems that improved visibility, accountability, response times, service quality, and execution consistency.

My strongest value is connecting people, process, technology, and reporting. I help teams reduce manual work, improve support and delivery performance, build repeatable workflows, and use AI-assisted tools in a practical way that non-technical teams can adopt.

CAREER FOCUS

- **Operations & Delivery:** team leadership, workforce coordination, stakeholder follow-up, service delivery, project execution, reporting cadence
- **Support Operations & Customer Success:** ticket intake, triage, SLA management, escalation handling, customer communication, onboarding support
- **AI Automation & Workflow Systems:** Google Apps Script, Google Workspace automation, dashboards, document generation, AI-assisted reporting, Zapier workflows
- **Training & Enablement:** onboarding, coaching, assessment workflows, LMS-style learning systems, product adoption, practical AI training
- **Product Support, QA & Implementation:** L2 support, release checks, defect documentation, recurring issue analysis, deployment support, client readiness
- **Growth & Digital Operations:** personal branding systems, content workflows, lead generation follow-up, campaign coordination, reporting

KEY ACHIEVEMENTS

- Managed 350+ staff across 50+ teams and 38+ projects by leading workforce planning, team coordination, project execution, quality control, reporting, and client delivery.
- Maintained 96.7% client satisfaction and 98.5% operational accuracy by strengthening communication, quality checks, service standards, and accountability routines.
- Handled 2,500+ support tickets with a 98% SLA success rate by managing ticket intake, triage, escalation workflows, troubleshooting, client communication, and follow-up.
- Maintained sub-1-minute chat response times by improving queue management, support prioritisation, issue routing, and customer communication workflows.
- Maintained 100% SLA performance and resolved 800+ escalated issues by managing support requests, cross-system follow-up, documentation, and resolution tracking.
- Improved team productivity and performance by 80–90% by developing structured training systems, coaching workflows, assessment processes, and performance tracking dashboards.
- Reduced manual processing time by 70%+ by building AI-assisted feedback, analytics, reporting, and performance visibility workflows using Google Apps Script and AI tools.
- Improved operational efficiency by 60%+ by automating document generation, tracking dashboards, task flows, status reports, and reporting mechanisms.
- Delivered a full MVP within 5 months by leading backend architecture, coordinating development priorities, supporting integrations, and translating requirements into working product features.

CORE CAPABILITIES

- **Operations Management:** workforce planning, team leadership, delivery oversight, stakeholder coordination, service delivery, quality control, operational reporting
- **Process Improvement:** SOP development, workflow optimisation, process mapping, accountability structures, reporting routines, productivity improvement
- **Support & Customer Operations:** incident management, ticket intake, triage, escalation handling, SLA management, queue management, service recovery, support reporting
- **AI Automation & Reporting:** Google Apps Script, Google Workspace automation, Google Sheets dashboards, Zapier, AI-assisted reporting, document generation, task tracking
- **Product Support, QA & Implementation:** L2 support, deployment checks, defect documentation, recurring issue analysis, release testing, client readiness, adoption support
- **Training & Enablement:** training programme design, onboarding systems, coaching structures, assessment workflows, LMS-style learning systems, practical AI training
- **Technical & Tools:** JavaScript, SQL, Python, database support, backend systems support, QA tools, Jira, Asana, Trello, Monday.com, ClickUp, Zendesk, Intercom, HubSpot
- **Growth & Content Operations:** personal branding, LinkedIn content, AI content systems, Google Ads, Facebook Ads, Google Analytics, Mailchimp, SEMrush, Buffer, lead follow-up workflows

PROFESSIONAL EXPERIENCE

Freelance / Consulting - AI Automation, Digital Systems, Growth & Operations | 2017-Present

Build practical systems, workflows, automations, content operations, dashboards, and delivery processes for businesses and individuals.

- Improved client delivery efficiency by developing AI-powered content, workflow automation, reporting, and follow-up systems for planning and execution.
- Reduced repetitive operational work by creating workflows for intake, task tracking, reporting, content production, document generation, and client communication.
- Increased annual revenue by approximately 40% by improving digital marketing strategy, lead generation activity, operational follow-up, and client communication.
- Maintained 95%+ invoice settlement and 100% tax and compliance accuracy by improving follow-up, payment tracking, documentation, and record control.
- Built personal branding and digital growth workflows by combining content strategy, campaign coordination, AI-assisted content systems, and reporting routines.

Product Support Specialist & QA Engineer - HeyMilo.AI | 2025

Supported customer experience, QA, support workflows, and product stability for an AI-focused platform.

- Improved support responsiveness by maintaining sub-1-minute chat response times through queue management, prioritisation, and clear customer communication.
- Improved support team performance by 80%+ by introducing clearer processes, coaching methods, issue-handling structures, documentation, and follow-up workflows.
- Reduced release-related issues by supporting QA testing, recurring issue identification, defect documentation, and post-release checks.
- Improved product stability and customer experience by documenting issue patterns and coordinating practical fixes with support and product teams.

Senior Tech Lead - ArcheloLAB | 2024-2025

Led technical delivery and supported MVP development from concept to launch.

- Delivered a full MVP within 5 months by leading backend architecture, coordinating development priorities, and supporting system integrations.
- Improved delivery clarity by translating stakeholder requirements into technical tasks, implementation plans, delivery priorities, status updates, and working product features.
- Improved product scalability by coordinating backend systems that supported core product functionality, integrations, and client requirements.

Trainer & Executive Assistant - Oceans XYZ | 2023-2024

Supported executive operations, internal training, productivity improvement, and workflow development.

- Improved team productivity by 80-90% by developing structured training systems, assessment workflows, and performance improvement processes.
- Improved team consistency by building automation tools, assessment systems, documentation, and repeatable workflows for continuous improvement.
- Strengthened onboarding and internal learning by creating clearer training structures, practical guidance, and repeatable performance workflows.

Software Consultant & Head Trainer - Synthros Ltd. | 2021-2023

Handled software support, client training, deployment support, and technical troubleshooting for global clients.

- Achieved a 98% SLA success rate by handling 2,500+ support tickets across intake, prioritisation, troubleshooting, escalation management, client communication, and resolution.
- Improved deployment success by achieving 92% first-time deployment success through L2 support, implementation checks, structured troubleshooting, and client readiness.
- Created additional revenue opportunities by delivering client training programmes that improved product adoption and user confidence.

Software Support Engineer - Programus Lanka | 2020-2021

Provided software support, issue resolution, troubleshooting, and client-facing technical assistance.

- Maintained 100% SLA performance and resolved 800+ escalated issues by managing support requests, cross-system follow-up, troubleshooting, documentation, and resolution tracking.
- Improved support quality by maintaining clear communication, issue documentation, and consistent follow-up throughout the support process.

Operations Leadership - Global Data Management | 2008-2020

Progressed from Data Entry Operator to COO-level leadership, managing people, projects, quality control, reporting, and client delivery at scale.

- Managed 350+ staff across 50+ teams and 38+ projects by leading workforce planning, team coordination, project execution, quality control, and delivery oversight.
- Maintained 96.7% client satisfaction and 98.5% operational accuracy by strengthening quality checks, stakeholder communication, reporting, and service standards.
- Improved large-scale team performance by building clearer structures for task allocation, progress tracking, blocker follow-up, issue resolution, and accountability.
- Grew from entry-level operations to COO-level leadership by consistently taking ownership of team performance, client delivery, process improvement, and operational control.

SELECTED SYSTEMS & BUILDS

- AI-Powered Feedback & Analytics System: Reduced manual processing time by 70%+ by automating feedback collection, analysis, reporting, and performance visibility using Google Apps Script and AI tools.
- Automation Workflow Systems: Improved operational efficiency by 60%+ by automating document generation, tracking dashboards, task flows, status reports, and reporting mechanisms.
- Training, Assessment & LMS Systems: Improved employee productivity by up to 90% by creating structured training workflows, assessment tools, learner access, progress tracking, and reporting dashboards.
- AI Content & Enablement Systems: Reduced content production time by 50%+ by creating AI-assisted workflows for planning, drafting, reviewing, publishing, tone consistency, and brand messaging.
- Support & Delivery Reporting Systems: Improved visibility by replacing scattered tracking methods with clearer dashboards, reporting flows, issue follow-up routines, and delivery status updates.

EDUCATION & LANGUAGES

- eMSc Digital Marketing - Asia e University (2025)
- B.Eng Software Engineering - University of Staffordshire
- B.Sc Applied Psychology with Management Studies - University of Nottingham
- Languages: English - Fluent | Sinhalese - Fluent | Tamil - Basic