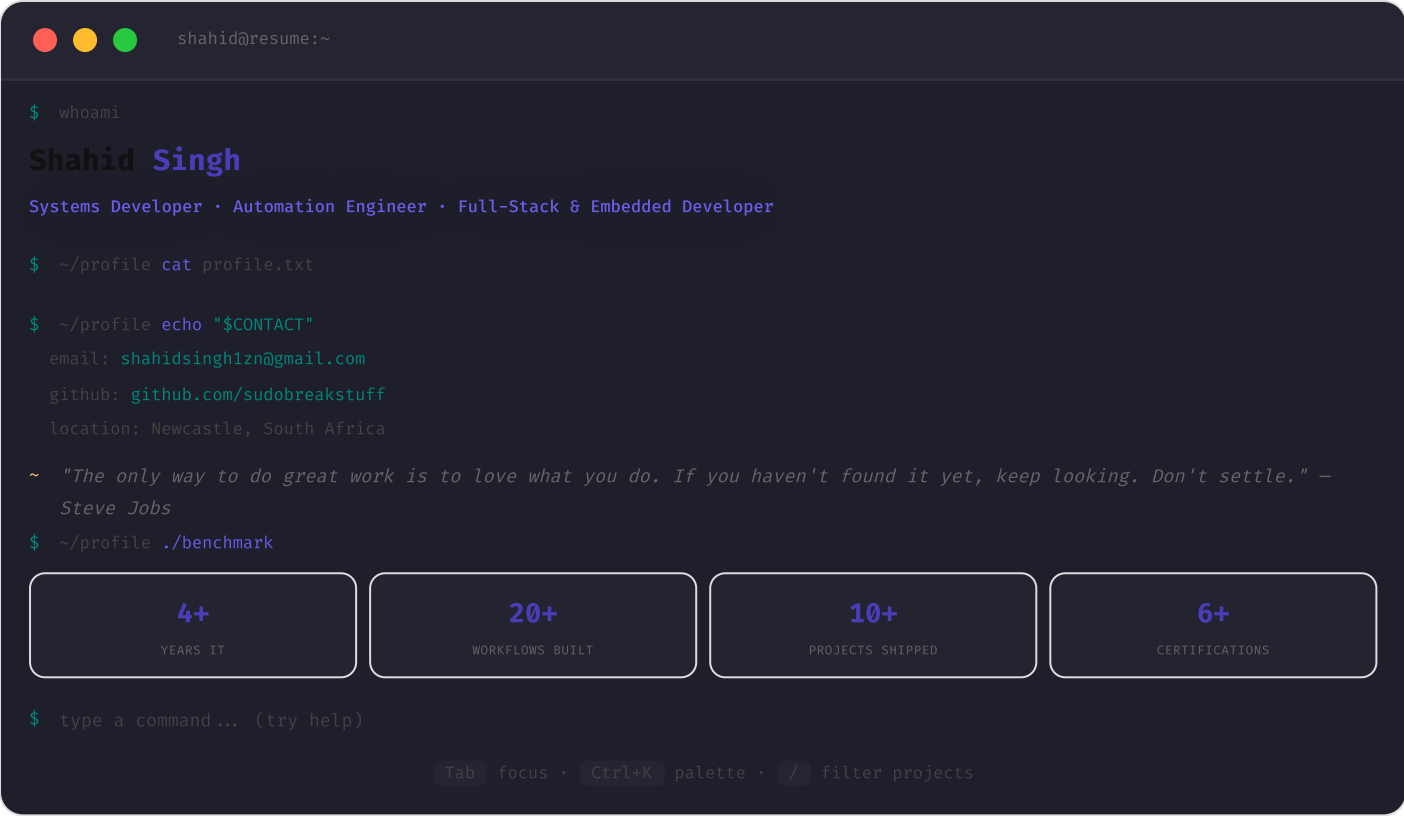




> Profile

I build systems that make other systems work better. At **Jenny Internet**, I design and develop internal software — ticket automation workflows, Chrome extensions for support agents, file management tools — that keep support teams running efficiently.

I build things because of problems. Screenshots are a pain? I build an extension. A bakery can't afford a POS? I build SpiceDesk and open-source it. Macro keyboards cost too much? I design my own and sell it for R1,099.

Every project starts with "this shouldn't be this hard" and ends with code anyone can use. **Open source isn't a license — it's a philosophy.** Why paywall a tool that solves a real problem?

If it's repetitive, I automate it. If it doesn't exist yet, I build it.

~ Experience

- Systems Developer — Jenny Internet

03/2026 – Present

Full-time · Newcastle

- > Built 20+ production DFE ticket workflow templates for Wireless Support, Customer Callout AI, Equipment Orders, Overtime, Vehicle Management, Expenses, Site Rental, and Admin requests.
 - > Designed guided troubleshooting flows, Quick Navigate ticket navigation, pre-escalation checklists, customer-in-pain detection, and cross-ticket automation pipelines.
 - > Integrated Rocket.Chat alerting across Support, Operations, and Admin departments.
 - > Developed Chrome extensions (Jenny Screenshot Assistant, Jenny Vault) for agent productivity with OCR, redaction, and encrypted template storage.
 - > Built internal wiki documentation, beginner guides, and wireless troubleshooting playbooks.
- IT Support Agent — Jenny Internet

05/2025 – 02/2026

Full-time · Newcastle

- > Provided technical support for residential and business clients, troubleshooting connectivity issues.
 - > Configured and managed MikroTik and various routers; performed port forwarding, speed tests, and signal analysis.
 - > Guided customers through network setups, ensuring reliable, high-performance internet services.
- Junior Technician — Khuphula Solutions

03/2023 – 05/2025

Part-time · Newcastle

- > Promoted to Junior Technician after completing CompTIA A+ certification.
 - > Installed server cabinets, biometrics, CCTV, VoIP, and networks for major clients: Ackermans, Pick n Pay Clothing, Builders Warehouse, Hungry Lion, Game Stores, and others.
 - > Handled cabling, hardware repairs, and provided IT services across multiple companies.
- Technical Learner — National Computer College

11/2022 – 05/2025

Part-time · Newcastle

- > Designed and implemented a 20-PC network from scratch, including server rack, cabling, and workstation configuration.
 - > Set up a secure Dell file server with switch and firewall for the college IT lab.
 - > Lectured CompTIA A+ students online and managed network infrastructure.
- Learner — Arcelor Mittal

03/2023 – 02/2024

Full-time · Newcastle

- > Completed a learnership at ArcelorMittal South Africa, gaining steel manufacturing knowledge.
 - > Worked in Billet Mill control rooms with hands-on operational experience.

- > Awarded Level 2 Junior Metallurgy Certificate in 11 months.

Skills

\$./benchmark --skills



Workflow & Automation

Expert

Heimdall SendActions DFE Rocket.Chat JSON Automation Pipelines

Frontend & Extensions

Advanced

React TypeScript Manifest V3 Vite HTML/CSS JavaScript Tesseract OCR

Mobile & Desktop

Intermediate

Flutter Dart Riverpod SQLite Supabase Drift

Embedded & Hardware

Intermediate

ESP32 Arduino C++ BLE HID LVGL 3D Printing

Networking & Security

Advanced

MikroTik TCP/IP Firewalls CCTV VoIP Cabling

Backend & AI

Intermediate

Python FastAPI Ollama Docker Linux Git

Problem-solving Teamwork Self-directed Adaptability

+ Certifications



CompTIA A+
Completed



CompTIA Network+
Completed



Cybersecurity Diploma
Alison — Online



Ethical Hacking
Alison — Online



cPanel Interface Course
Web Hosting — Online



Cisco Network Security
Cisco — Online



Cisco IT Helpdesk
Cisco — Online



QuickBooks Certified User
Intuit — Online



Microsoft Office Specialist
Microsoft — Online



Website Development
HTML, CSS, JS, WordPress



Level 2 Junior Metallurgy
ArcelorMittal

* **Education**



Newcastle High School

Matric — Bachelor's Pass • 2018 — 2022

Bachelor's Pass with University Entrance

Mathematics, Physical Science, English



National Computer College

IT Engineering (Completed) • 2022 — 2025

CompTIA A+ (Certified)

CompTIA Network+ (Certified)

CompTIA Security+ (Curriculum)

CompTIA Cloud+ (Curriculum)

Cybersecurity

Web & Software Development

Microsoft Office Specialist

QuickBooks Certified User

Internet Core Computing



Boston City Campus

Systems Development (In Progress) • 2025 — Present

Systems Development & Analysis

Information Systems Management

Database Design & Implementation

Software Engineering Principles

\$ **Projects**

All

Extensions

Desktop

Hardware

Web

SudoDeck

C++

ESP32

BLE

Arduino

Python

LVGL

Wireless Bluetooth macro keyboard — open-source Stream Deck competitor. ESP32+ILI9341 touchscreen, BLE HID, multi-page grid, 30 buttons/page, app launcher, live widgets, Web Serial config. Sold assembled in South Africa for R1,099.

Source

Demo

Jenny Screenshot Assistant

React

TypeScript

Vite

Tesseract

MV3

Production Chrome/Edge extension for support agents. Captures screenshots, runs local OCR, redacts sensitive data, annotates, and generates editable ticket notes. Privacy-first — no uploads by default.

Source

Jenny Vault

JavaScript

MV3

Encryption

Chrome API

Chrome extension for saving template JSON/text with local encryption. Password-protected vault with search, edit, JSON/tree views, export/import, and 7 color themes. Built for internal Jenny support use.

Source

SpiceDesk

Flutter

Dart

Supabase

Riverpod

Open-source business management suite — 249MB with study tools, code lab (Python/JS/Bash), text tools, 262k-word dictionary, interactive periodic table, solar system, OCR, and 9 themes. Works with zero internet. MIT licensed.

Source

NexCampus

Python

JavaScript

OCR

Ollama

Offline educational suite — 249MB with study tools, code lab (Python/JS/Bash), text tools, 262k-word dictionary, interactive periodic table, solar system, OCR, and 9 themes. Works with zero internet.

Source

Demo

Family Tree App

Flutter

Dart

SQLite

Riverpod

Interactive offline family tree builder. Multiple family books, pan/zoom tree view, person profiles, photos, relationships, timeline view, statistics. Cross-platform: Windows, Android, Linux.

Source

Agent Robin 007

HTML

CSS

JS

Canvas

Web Audio

James Bond-themed Father's Day game. Animated mission briefing, 3-round shooting gallery, score tracking, Bond quotes, downloadable commendation card, confetti, Aston Martin finale.

Source

Demo

RFID Card Reader

Python Curses Proxmark3 TUI

Terminal-based EM410x RFID card reader/writer. Animated TUI with pulsing borders, session logging, CSV export, hex-ID writing/cloning, auto-incrementing ID generator. Drives Proxmark3 hardware.

Source

CYD Chrome Controller

C++ Python ESP32 ydotool

Physical touch interface for browser/media control. ESP32 + touchscreen with 9 touch zones mapped to media shortcuts. Sends keystrokes via ydotool on Wayland. Configurable JSON layout.

Source

CYD Firmware / Daemon

Arduino C++ Python LVGL WiFi UDP

ESP32 cyberdeck firmware with on-screen keyboard and touchpad. Sends keystrokes/mouse events over serial and WiFi UDP. Includes R36S daemon for uinput injection and gamepad-to-keyboard bridge.

Source

SudoOS

Linux Kernel ARM64 C Bash

Custom Linux kernel build for R36S handheld (ARM64). Automated cross-compilation script, custom kernel config, branded boot logo, initramfs rebuild, and ulnitr creation.

Source

For Akiva, With Love

HTML CSS JS Canvas Web Audio

Interactive web garden — plant seeds into flowers representing 9 years of memories. Aurora sky, fireflies, moonlit scene, ambient flute music, and a finale animation.

Source

Demo

@ References

Parash Hariparsadh

Support Manager · Jenny Internet

062 545 0910

Juan Kahts

Systems Development Manager · Jenny Internet

084 766 3381

\$ cat github.com/sudobreakstuff \$ echo shahidsingh1zn@gmail.com

Built by Shahid Singh – sudobreakstuff.github.io