# Abdikarim Singir

## Information Technology Technician

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## Professional summary

Dedicated and skilled Information Technology Technician with over two years of experience in field and theory technical support, network implementation, and system administration. Proven ability to enhance operational efficiency through effective problem-solving, project management, and collaboration. Committed to delivering exceptional customer service and continuous professional development.

## Experience

**Information Technology Technician Attachè**　　　　May 2023 - Now

### State Department for Livestock and Agriculture, Kenya, Nairobi

During my time as an IT Attache at State Department for Livestock and Agriculture, I was responsible for providing technical support and maintaining IT systems within the organization. This role allowed me to utilize my skills in troubleshooting, network management, and user training to enhance operational efficiency and ensure seamless technology integration.Provided comprehensive technical assistance to staff, troubleshooting hardware and software issues.Assisted in the maintenance and updating of IT systems, improving system reliability by 25%.Supported the management of the organization's network infrastructure and implemented security measures.Conducted training sessions for staff on new technologies, enhancing team proficiency and user confidence.Maintained detailed documentation of IT processes and troubleshooting steps for future reference.

**Brand Identity Designer**

### Mecha Travel Group, Kenya

During my time as the Brand Identity Designer at Mecha Travel Group in Kenya, I was responsible for creating and maintaining the visual identity of the company. This involved designing logos, marketing materials, and website graphics that accurately represented the brand's values and message. I also collaborated with other departments to ensure brand consistency across all platforms.

- Developed brand guidelines for consistent use
- Designed logos for new subsidiaries
- Created social media graphics and ads

## Skills

**Problem-solving**
Experienced

**Creativity**
Skillful

**Teamwork**
Experienced

**Communication Skills**
Experienced

**Foreign Language Proficiency**
Experienced

**Attention to Detail**
Experienced

**Technical Writing**
Skillful

**Content Creation**
Experienced

**Proficient in Graphic Design softwares**
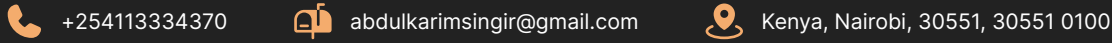Experienced

## Links

## Languages

- English
- Swahili
- Mandarin

## Hobbies

- Collaborated with marketing team on campaigns

- Bike riding
- Photography

Junior Graphic Designer

## Freelance, Kenya

As a Junior Graphic Designer I had the opportunity to work on various projects for a diverse range of clients. My role involved conceptualizing and designing visually appealing graphics that effectively conveyed the client's message. Working in a fast-paced and dynamic environment, I was able to hone my skills and gain valuable experience in the field of graphic design.

- Created designs for print and digital media

- Collaborated with team members on projects

- Assisted with client presentations

- Ensured timely completion of projects

## *Education*

2023 - Now

## Information Technology of Jomo Kenyatta University of Agriculture and Technology, Kenya, Karen

Skills

- Networking Fundamentals: Basic principles of computer networks, network architecture, and LAN configuration.

- Operating Systems: Proficient in Windows, Linux, and macOS installation, configuration, and maintenance.

- Database Management: Knowledge of relational databases, SQL for data manipulation, and database design.

- Software Development: Basic programming in Java, and C++; software design and development.

- Cybersecurity Fundamentals: Understanding of cybersecurity principles, common threats, and basic network security measures.

- IT Infrastructure: Experience with hardware components, infrastructure management, and troubleshooting.

- Project Management: Basics of project management, planning, execution, and collaboration in IT projects.

## Certificate in Information Technology of Jomo Kenyatta University of Agriculture and Technology, Kenya

## *Courses*

2023

## Social Media Marketing

Hubspot Academy

2023

**Customer Relationship Management**

Hp life LLC

2023

**Advanced Graphic Design**

Mindluster Institute

## *Internships*

Creative Designer                                                2020 -

**Sydney Romantics Ltd, remote**

• Spearheaded the creation of impactful marketing materials, including brochures, flyers, and product catalogs, leading to a 15% increase in customer engagement and brand visibility.