ABDIHAKIM ALI AHMED

Aspiring Blue Team Defender and Network Engineer.

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PROFESSIONAL SUMMARY

Aspiring Cybersecurity Engineer with a passion for safeguarding digital assets and mitigating cyber threats. Possess a solid understanding of network security protocols, vulnerability assessments, and ethical hacking techniques. Hands-on experience in diagnosing and repairing software/hardware, with a strong focus on system performance optimization. Currently pursuing CCNA, and Security+ certifications to further enhance my cybersecurity expertise. Seeking opportunities to apply my skills in defending against modern cyber threats and contributing to the security of digital infrastructures.

WORK EXPERIENCE

Junior Technician
Computer Planet | Nairobi, Kenya
2024 - Present

- **Software and Hardware Troubleshooting**: Diagnosed, repaired, and optimized desktops, laptops, printers, and peripheral devices, ensuring efficient performance and reducing client downtime by 30%.
- **System Upgrades & Optimization**: Successfully upgraded operating systems, RAM, and hard drives for various client systems, boosting overall speed and performance.
- **Client Interaction & Support**: Provided one-on-one technical support for customers, addressing software issues, hardware malfunctions, and performance optimizations. Earned a 95% customer satisfaction rating for timely and effective service delivery.
- **Networking Assistance**: Assisted in configuring small business networks, setting up routers, switches, and secure wireless networks for clients, improving their connectivity and operational stability.
- **IT Infrastructure Maintenance**: Performed routine maintenance, system backups, and security patches for customer systems, preventing data loss and minimizing vulnerabilities.

PROFESSIONAL DEVELOPMENT

- **Cisco Networking Academy**
  - Ongoing: Cisco Certified Network Associate (CCNA)
- **CompTIA**
  - Ongoing: CompTIA Security+
- **Introduction to Cybersecurity (ISC2)**
  - Explored foundational cybersecurity concepts, attack types, and security strategies.

EDUCATION

Jomo Kenyatta University of Agriculture and Technology (JKUAT) | Nairobi, Kenya

- **Bachelor of Science in Information Technology** (Expected: Dec 2026)
- Certifications in Progress:
  - **Cisco Certified Network Associate (CCNA)**
  - **CompTIA Security+**

Mandera High School | Mandera, Kenya | 2017-2020

- **KCSE Mean Grade**: B-

SOFTWARE SKILLS

- **Networking Tools:**
  - Cisco Packet Tracer, Wireshark, Nmap
- **Programming Languages:**
  - Python (for scripting and automation)
- **Operating Systems:**
  - Linux (Ubuntu, Kali Linux), Windows 10/11
- **Office Suite:**
  - Microsoft Office (Word, Excel, PowerPoint)
- **Version Control:**
  - Git, GitHub (for project management and collaboration)

TECHNICAL SKILLS

- **Networking**:

  - Strong grasp of network configurations, routing protocols, and subnetting using Cisco Packet Tracer.

  - Experience configuring network devices such as routers, switches and APs.

  - Understanding of TCP/IP protocols, DNS, DHCP, and network security principles.

- **Cybersecurity**:

  - Familiar with ethical hacking methodologies, vulnerability scanning, and basic penetration testing tools.

  - Ongoing hands-on practice with real-world labs in cybersecurity tools (Wireshark, Nmap, Metasploit).

- **Programming & Scripting**:

  - Python programming for automating routine tasks and developing simple scripts for data analysis.

- **Operating Systems**:

  - Proficient in Linux (Ubuntu, Kali Linux), including basic system administration, user management, and shell scripting.

- **Software/Hardware Repair**:

  - Troubleshooting and repairing software/hardware issues, including malware removal, OS reinstallations, and component replacements.

  - Assembling and disassembling PCs, upgrading system components, and maintaining optimal system performance.

SOFT SKILLS

- **Communication**: Strong verbal and written communication skills, effectively translating technical concepts for non-technical audiences.

- **Problem-Solving**: Analytical mindset with an aptitude for identifying problems, generating solutions, and implementing effective technical fixes.

- **Team Collaboration**: Demonstrated ability to work efficiently in team settings, contributing to group projects and collaborative technical solutions.

- **Adaptability**: Fast learner who quickly adjusts to new technologies, tools, and environments.

REFERENCES

Available upon request.