ABDIHAKIM ALI AHMED

Blue Team Defender and Network Engineer.

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PROFESSIONAL SUMMARY

Motivated and security-focused **Blue Team Defender and Network Engineer** with strong hands-on experience in IT infrastructure, system troubleshooting, and network configuration. Currently serving as **Head of the RMA Department at Computer Planet**, where I lead technical operations and improve service workflows.

Possess solid practical knowledge in **network configuration, cybersecurity fundamentals, and system defense**, with hands-on experience in **CCNA-level networking**. Actively pursuing **CCNA, Security+, and Pentest+ certifications** to deepen expertise in defensive cybersecurity.

Driven by a long-term vision to grow into a **highly skilled Blue Team Security Professional**, specializing in threat detection, incident response, and network defense, while building **AfriSecureTech Hub**, a future-focused cybersecurity organization dedicated to protecting digital infrastructure across Africa.

WORK EXPERIENCE

Head of RMA Department
Computer Planet | Nairobi, Kenya
2025 – Present
- **Lead and manage the Return Merchandise Authorization (RMA) process:** Ensuring efficient handling of diagnostics, vendor coordination, and replacements.
- **Improved turnaround time by approximately 40%:** Through workflow optimization and structured tracking systems.
- **Supervise technicians:** Ensuring accurate fault diagnosis, proper documentation, and adherence to quality standards.
- **Maintain detailed inventory records and audit logs:** Improving transparency and accountability.
- **Provide advanced support:** In hardware troubleshooting and peripheral diagnostics.
- **Collaborate with technical and sales teams:** To enhance customer satisfaction and service reliability.

Junior Technician
Computer Planet | Nairobi, Kenya
2024 - 2025

- **Software and Hardware Troubleshooting**: Diagnosed, and optimized desktops, laptops and peripheral devices, ensuring efficient performance and reducing client downtime by 30%.
- **System Upgrades & Optimization**: Successfully installation of operating systems, RAM and hard drives upgrades for various client systems, boosting overall speed and performance.
- Conducted **comprehensive testing and quality assurance for all laptops** — including **used, certified refurbished, and brand-new devices** — before delivery to customers.
- Verified hardware integrity, system performance, and software functionality to ensure reliability and customer satisfaction.

PROFESSIONAL DEVELOPMENT

Cisco Networking CCNA.
- Performed **basic to intermediate network device configurations**, including:
  - Initial device setup and secure access configuration
  - Console and remote access (SSH/Telnet)
  - Password security (console, VTY, enable secret)
- Configured **IP addressing, subnet masks, and default gateways** for end devices and network interfaces.
- Implemented **basic routing concepts**, with continuous improvement in routing protocols.
- Configured and managed **VLANs**, inter-VLAN communication basics, and logical network segmentation.
- Set up **hostnames, IP domains**, and foundational network identity configurations.
- Applied understanding of **synchronous and asynchronous communication concepts**.
- Used **Cisco Packet Tracer** extensively for network simulation, testing, and troubleshooting.
- Actively strengthening skills in:
  - Advanced routing
  - Subnetting efficiency
  - VLAN design and scalability

- **CompTIA**

  - Ongoing: CompTIA Security+

  - Ongoing: CompTIA Pentest+

EDUCATION

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

- **Bachelor of Science in Information Technology** (Expected Graduation: Dec 2027)
- Certifications in Progress:
    - **Cisco Certified Network Associate (CCNA)**
    - **CompTIA Security+.**
    - **CompTIA Pentest+**

Mandera High School | Mandera, Kenya | 2017-2020

- **KCSE Mean Grade**: B-

SOFTWARE SKILLS

- **Networking Tools:**
    - Cisco Packet Tracer and GNS3.
- **Programming Languages:**
    - Python (for scripting and automation) ---in progress
- **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)

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.

R E F E R E N C E S

Available upon request.