

Abdirahman Ahmed

 abdulxxx321@gmail.com  07442343563  London, E3  AH  GH  Portfolio

Profile

Skilled in system administration tasks such as troubleshooting, maintaining server environments, and implementing security protocols. Certified in Microsoft AZ-900 Cloud Fundamentals, with a focus on enhancing proficiency in Microsoft Suite, security protocols, and cloud fundamentals

Professional Experience

IT SUPPORT SPECIALIST

05.2024 – present

CJ's 

- Achieved 95% employee satisfaction by effectively resolving IT-related issues and providing immediate assistance in fixing dysfunctional technologies.
- Spearheaded hardware upgrades and OS installations, contributing to the development of advanced IT infrastructure that supported enhanced system capabilities and improved service delivery.
- Provided timely technical support, maintaining 99% uptime and ensuring high performance of computing systems.
- Developed and implemented a ticketing system to streamline issue resolution processes and track IT support requests efficiently.

Web Developer Intern

11.2023 – 02.2024

Axis Tuition Center 

- Cultivated a supportive learning environment by facilitating over 20 engaging workshops and implementing interactive web-based tools, fostering the development of computing skills and academic growth students.
- Actively sought and incorporated feedback from participants to enhance website effectiveness, resulting in a 30% improvement in project delivery and a 25% increase in revenue.
- Conducted keyword research and optimised workshop content for SEO, increasing online visibility and engagement.

Sales Person Promoted Marketer

05.2023 – 09.2023

City Tyres 

- Cultivated strong customer relationships through personalized consultations, leading to promotion within two months.
- Implemented brand strategies and digital marketing techniques to increase customer engagement and sales.

Projects

GYM MANAGEMENT SYSTEM

JAVA, JAVA SCRIPT, NODE.JS, JSP, SPRING AND JENKINS

- Developed a system aimed at optimizing operations and improving member management for a local gym.
- Utilized the Hibernate ORM framework for efficient database management, ensuring data integrity and minimizing downtime during updates.
- Worked in close partnership with the gym to customize the system according to their specific operational needs.

The Book Register App

JAVA, JSON, JAVA SCRIPT, JSP,CSS AND SPRING BOOT

- Employed MVC architecture to separate concerns, facilitating future updates and platform maintenance,
- Integrated third-party APIs to fetch real-time information, significantly enhancing user experience with up-to-date data.
- Developed a secure authentication system using Spring Security, ensuring that user data is protected.
- Achieved a 5% increase in application response time by optimizing the database queries.

HORSE RACER GAME

JAVA SWING, JAVA

- Designed an engaging, high-speed horse racing simulation game featuring vibrant motion graphics, highlighting my capabilities in game development.

PERSONAL PORTFOLIO WITH BLOG FUNCTIONALITY

PHP, HTML, CSS AND JAVA SCRIPT

- Integrated a rich text editor for the blog creation interface, allowing users to easily format their posts and include multimedia content like images and videos.
- Implemented PHP for server-side scripting, allowing dynamic content generation and DB interaction.
- Enhanced personal branding, attracting opportunities for collaboration and career advancement.

TICKETING SYSTEM

VB,.NET, SQL SERVER, CLICK ONE DEPLOYMENT

- Developed a robust IT system using Visual Basic (VB) to track and manage issues comprehensively.
- Implemented features to monitor the status of issues and track their resolution progress, improving overall efficiency at CJ's.
- Successfully deployed the IT system locally, ensuring seamless integration into CJ's existing infrastructure and operations.

Skills

Java, Python, SQL(Postgres), Java Script, HTML/CSS, VB.NET, Spring, Hibernate, React, Next JS, Git, Docker, VS Code, Eclipse, IntelliJ.

Education

Bsc Computer Science with Management
Queen Mary University

09.2023 – 06.2026

Certificates

AZ-900 Azure
Fundamentals
Foundational Lvl

Fita Java Training
Lvl 2

FY-24 MICROSOFT
EMBRACE
Mentorship Program

References

JalalUddin
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Microsoft
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