**AISHA MOHAMED ABEID.**

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**PROFESSIONAL SUMMARY**  
Highly skilled and goal-oriented Network Operator with extensive experience in the telecommunications industry. Proficient in managing and optimizing operational processes, with a track record of improving efficiency and ensuring seamless team coordination. Recognized for strong leadership, technical expertise, and a dedication to achieving organizational objectives. Committed to applying my skills and experience to excel in this roleby driving operational improvements and fostering a collaborative and innovative work environment.

**WORK HISTORY**

**I-ENGINEERING GROUP KENYA**

**NOC [April 2023 – Present]**

* Oversaw and documented network operations, ensuring prompt escalation and resolution of issues.
* Evaluated and compiled operational data to facilitate informed decision-making and reporting.
* Managed field teams and oversaw task implementation to ensure smooth and efficient operations.
* Contributed to the preparation of technical documentation and reports, adhering to company and client standards.

**RECKITT KENYA**

**Supervisor [May 2022-Dec 2022]**

* Oversee and guide a team to ensure high performance, training, and motivation.
* Monitor day-to-day operations and ensure adherence to quality and safety standards.
* Track team performance, provide feedback, and implement improvements.
* Prepare reports, address issues, and ensure health and safety compliance.

**MALINDI LAW COURTS.**

**Attaché [Sept 2021-Dec 2021]**

* Troubleshoot systems, maintain hardware/software, and ensure smooth operation.
* Organize, digitize, and secure case files and electronic records.
* Support case management systems and train staff on IT tools.
* Ensure data protection, monitor systems, and align IT practices with judiciary policies.
* Collaborate on digitization projects and improve court efficiency through technology.

**MADISON LIFE ASSURANCE COMPANY**

**Financial Advisor [May 2020- July 2021]**

* Build relationships and provide tailored financial solutions.
* Promote and sell life insurance and investment products.
* Assist with applications, renewals, claims, and compliance.

**KEY SKILLS.**

* **Network Optimization**: Expertise in optimizing network systems through upgrades and preventive maintenance.
* **Safety Compliance**: Experienced in conducting audits to ensure adherence to safety protocols.
* **Team Leadership**: Proficient in supervising teams to ensure efficiency and performance.
* **Project Management**: Skilled in leading infrastructure and network expansion projects.
* **Performance Monitoring**: Adept at analyzing data to improve operational efficiency and meet KPIs.
* **Digitization**: Experienced in digitizing records and improving system efficiency.

**QUALIFICATIONS.**

* **Sept 2018 - Dec 2022:** Bachelor of Business Information Technology, from The Cooperative University of Kenya; Qualification- Second class upper division.
* **April 2018- June 2018:** Certificate in Computer Operations, from Malindi Institute of Business Studies; Qualification- Pass
* **Feb 2014- Nov 2017:** KCSE Certificate with a mean grade of C+, Ribe Girls’ Secondary School.

**HOBBIES AND INTERESTS.**

* **Strategic Games**: Enjoy solving puzzles and playing strategy games, which enhance my analytical and problem-solving abilities.
* **Mentoring and Volunteering**: Actively participate in mentoring and volunteer work, developing leadership and teamwork skills.
* **Outdoor Activities**: Passionate about hiking and cycling, which helps build resilience and personal discipline.

**REFERENCES**

1. **Catherine Rubia.** NOC Coordinator, I-Engineering Kenya. Email: [crubia@ieng-group.com](mailto:crubia@ieng-group.com) Contact: 0725137402
2. **Mohamed Ashur.** Senior Court Administrator, Malindi Law Courts.Email: [Mohamedashur.senioradmin@court.go.ke](mailto:Mohamedashur.senioradmin@court.go.ke) Contact:0722251263

3**. Timothy Nzuki.** Branch Manager, Madison Insurance Company. Email:

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