

MOHAMED ABDULWAHID ALI

ICT SUPPORT | SYSTEMS ADMINISTRATOR

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A Mombasa, Kenya

PROFILE

IT support, systems administrator with 6 years of professional experience with a proven track record of quality service delivery and ICT infrastructure management. A lifelong learner that applies creative solutions to difficult problems by leveraging an innovative spirit and exceptional interpersonal skills to consistently exceed organizational objectives. Looking to obtain a more challenging position that will provide an opportunity to innovate and add value to the organization.

CURRENT EXPERIENCE.

ICT Assistant | International Organization for Migration, UN | May 2023 - Date

Key Responsibilities:

- Responded to T1 and T2 requests on the IOM helpdesk system and expediently resolved 1000+ tickets to ensure quality service delivery to users.
- Managed critical server infrastructure in the regional data center such as the PACS, DNS, DHCP and File servers to ensure high availability of network services.
- Supported various departments and management in procurement of ICT related equipment in adherence to IOM ICT policy and guidelines.
- Trained staff on various IT concepts such as Office 365, UN Booking Hub and others to enhance staff continuous professional development and knowledge sharing.
- Implementation, management and maintenance of Information Technology and Communication services and network.
- Provide onsite support to the above-mentioned systems and services.
- Installation, configuration and upgrading, Servers, Backup systems, desktop and laptop computers and software used in the mission.
- Maintain communication systems/equipment including, mobile lines, PABX, VOIP and other sat-phones, Internet access, and all other communication related matters.
- Ensure data and system integrity by setting up and administrating ICT security systems: anti-virus, backup routines, access controls, firewall and physical security.
- Assist in the design of database systems and applications as required by local specifications and providing technical support to users.

RELEVANT EDUCATION

Bachelor's Degree in Computer Technology.

Umma University – Kenya.
2015 – 2018

TECHNICAL SKILLS

Cloud: Windows Azure, Cisco Meraki
Firewall appliances: Cisco ASA, Meraki
Switches: Cisco Catalyst, Meraki MS Series
Server OS: Win Server 2012, 2016, 2019
Client OS: Win 10/11, MacOS
Office Productivity: Office 365
IP Telephony: Avaya, Microsoft TEAMS
Backup Solution: Microsoft One drive
Antivirus: TrendMicro, MS Defender A

OTHER SKILLS

Strategic management skills
Leadership and teamwork skills
Project management skills
Budget planning skills
Vendor management skills
Change management skills
Problem solving skills.

CERTIFICATIONS AND TRAINING

Cisco Certified Network Associate Trainee
2023, August.
Fire and Safety
By IOM in collaboration with Redcross

- Follow IOM ITC Standards and liaise with IOM ICT departments in Manila for the installation and running of VPN-access to the WAN.
- Maintain regular updates to the technical documentation for the voice and data networks.
- Maintain/follow up appropriate maintenance contracts for all ICT equipment.
- Maintaining necessary documentation for system maintenance and support procedures.
- Perform such other duties as may be assigned.

PREVIOUS EXPERIENCE

ICT Officer at Focus Container Freight Station | Feb 2020 – April 2023

Key Responsibilities.

- Plan: develop an IT strategy that supports the organization's business objectives and helps build a strong competitive advantage. Customize software and other elements of the ICT system to meet the needs of business departments.
- Networking and Administration: develops and operate a network to support effective communication and collaboration.
- Data Management: develop tools to collect, store, manage, secure and distribute data to employees who need access to the latest information to make decisions about strategic, financial and operational issues.
- Security: protect the IT infrastructure and corporate data against attacks from viruses, cybercriminals and other threats. CCTV Upgrade/Backup monitoring and controls of Backups for Retrieval Maximum backups for one month
- Support: provides various forms of user support. After installing new software or network facilities, the team provides training so that employees can quickly make productive use of the new resources.
- Hardware and Software Maintenance.
- Infrastructure: enhance components, the network, the circuitry and all other equipment necessary to make an IT system function according to the established needs and system.

Accounts Responsibilities

- Assessing the daily pass report for verification
- Confirmation of container number/vessel from the KRA portal through Kwatos
- After a thorough confirmation through the kwatos, printing out of the memo through the MS Dynamics is done so that the client is able to have permission to verify his/her goods.
- Removal of charges to clients according the number of days of storage their cargo/containers is in the yard.
- Printing out of an invoice, which basically shows the payments.
- Booking of KPA invoices
- Booking of Transport invoices
- Maintaining Books of Accounts (Filing of invoices, i.e. transport, KPA invoices etc.)
- Performing withholding tax through KRA.
- Booking of Supplier invoices

2023, August

SSAFE (SAFE AND SECURE APPROACH) IN FIELD ENVIRONMENTS

By UNDSS, Oct 2024

Global Partnership for Effective Development Cooperation , Nov 2016 at

Kenyatta International Convention Centre

Helping Hand for Relief and Development

, Oct 2017 at Jamia Mosque Hall Nairobi

- Booking KRA withholding invoices.
- Booking of suppliers' bank cheques.
- Preparing payment list and making payment to creditors on due dates with the invoices, statement and individual aging report as supporting documents.
- Monthly KPA reconciliation.

Documentation Responsibilities

- Submitting KWATOS on KPA System
- Tracking of cargo Bill of Ladings(BLs)
- Preparing EDI(Electronic Data Interchange)
- Tracking manifests and Voyage numbers on Kenya Ships Agents Association(KSAA)
- Tracking consignee details on KRA Tradex for specified BLs using manifests

Billing Responsibilities

- Preparing daily gatepasses.
- Making sure all documents meet requirements for gatepass approval
- Checking if the custom entries have been approved by KRA then printing Release order (RO).

ICT Officer | Intern at Focus Container Freight Station | March 2019 – Jan 2020

Key Responsibilities.

Providing support of IT hardware, software and network.

- Maintenance of Computers and Printers
- Configuration of Software and hardware
- Installation of Software Programs and Operating Systems.
- Troubleshooting of Computers
- Installation and configuration of Mdaemon (Mail server)
- Networking.
- Computer assembling.
- Installation of windows.
- Providing user support to clients on phone and onsite.

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- Filing of invoices, i.e. transport, KPA invoices etc.
- Performing withholding tax through KRA.

ICT Officer | Industrial Attachment at Kenya Revenue Authority | January 2018 – July 2018

Key Responsibilities.

- Ensuring all help desk support call incidences and service requests are logged into Maximo.
- VDI Active Directory administration.
- Setting up video conferences devices and Data backup and recovery
- Patch cable crimping and module termination.
- Computers and printers maintenance/preventive maintenance.
- End-user support and Maintaining ICT assets inventory and report writing.
- Network troubleshooting on computers, printers and network devices.

Tax Ambassador

- Perform tax assistant duties to the tax department.
- Assist tax professionals and tax consultants in handling taxation matters.
- Answer and respond to clients' inquiries on their tax problems..
- Assist and support tax practitioners and professionals in filing tax returns on time.
- Assist and support administrative staff of the tax department.
- Maintain strict client confidentiality relating to their tax matters.
- Adhere to tax professional standards and ethics in tax assistant functions.

Mobilizer | at Kenya Youth Business Trust | April 2015 – August 2015

Key Responsibilities.

Volunteer as Mobilizer at Kenya Youth Business Trust Mombasa under the KUZA PROJECT by Adam Smith International.

REFEREES:

1. Dr. Uthman Mujahid

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2. Abdulkadir Idow

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3. Majda Brek

ICT Manager: Focus Container Freight Station

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4. MNAWE Moses Khainja

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