

# JUMA JALLOW

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## Professional Summary

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I am a dynamic Senior I.C.T Support Technician with a proven track record at the Ministry of Fisheries and Water Resources. Expert in system administration and technical support, with a special passion for innovative solutions and enhancing team performance. Committed to optimizing IT infrastructure and empowering staff through effective training and communication.

## Skills

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Ability to work in a team  
Ability to deliver results and meet deadlines  
Ability to communicate both written and spoken English  
Application support  
Repair expertise  
Software diagnosis  
System administration

Software installation  
Software updates  
Technical support  
Security protocol  
Hardware repair  
Verbal and written communication

## Experience

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**Senior I.C.T Support Technician**  
Ministry of Fisheries and Water Resources

**July 2022 – To Date**

**Support I.C.T Technician**  
Ministry of Fisheries and Water Resources

**March 2016 – June 2022**

## Roles and Responsibilities

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- Maintain and update the Ministry's website.
- Administering and troubleshoot the CLS monitoring portal, Fisheries Information System (FIS), and the MESA station.
- Mapping and update new water points on the water points database.
- Maintain accurate and up-to-date documentation for IT systems, and configurations.
- Repair and Maintenance of computers and related electronic devices
- Implement and maintain networking and internet infrastructure, including routers and switches.
- Monitoring and validating data sent into the Fisheries Information System.
- Monitoring and disseminating ocean weather forecast messages.
- Installation of new machines and software
- Providing technical support to staff across the institution.

- Handling correspondence through the official info email.
- Advice the Senior Management on all I.T related matters this include and not limited to
- (Optimize IT spending and recommend cost-effective solutions)
- Assist in the development and management of the IT budget.
- Represent the institution on all I.T related functions.
- Coordinating and conduct training sessions to enhance employees' IT skills

## **Education**

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BSc – Information Systems – University of the Gambia	Dec 2024
Certificate – Repair and Maintenance A+ - Insight Training Centre	June 2014
Diploma – Information Technology - Insight Training Centre	Dec 2013
Certificate - Information Technology - Insight Training Centre	June 2013

## **Short Certification Trainings**

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- R Software Training, Ministry of Fisheries, Gambia, 03/03/2025 – 03/14/2025
- CoboCollect Data Collection Software Training, Department of Fisheries, Gambia, 08/19/2024 – 08/23/2024
- Fisheries data management Training, ATLFACO, Morocco, 02/26/24 - 03/01/24
- Certificate in Digital Transformation and Data Security, IIHT, Gambia, 06/12/23 - 06/23/23
- Certificate in Cloud Service Contract Negotiation, University of Rhode Island, Online, 09/12/22 - 09/16/22
- Certificate in Cyber Security, Nifty ICT Solutions, Gambia, 04/25/22 - 04/29/22
- Certificate in SPSS data manipulation, Department of Water Resources, Gambia, 01/17/22 - 01/21/22
- Certificate in Electronic Records Management, SMD, Banjul, Gambia, 11/06/21 - 11/10/21
- Certificate in Application and Management of Industrial Informatization, Guizhou Academic of Sciences, Online, 09/06/21 - 09/20/21
- Certificate in G.I.S, Department of Water Resources, Gambia, 03/02/20 - 03/06/20
- Certificate in Information Safety, Guizhou Academic of Sciences, China, 08/16/19 - 09/18/19
- Certificate in Information Technologies in Vessel Monitoring, ATLAFCO, Tangier Morocco, 06/10/19 - 06/12/19
- Certificate in MESA System Administrator, University of Ghana, Ghana, 11/26/18 - 11/30/18
- Certificate in Network Structures and Security, Management Development Institute, Gambia, 09/11/17 - 09/29/17
- Certificate in MESA System Administrator and Thematic Training, Kenya Metrological Institute, Kenya, 11/14/16 - 11/18/16

## Hobbies and Interest

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- **Social Service**
- **Reading**
- **Football**

## Community Service

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As an active member of the Village Development Committee (VDC), we play a crucial role in local governance by overseeing development planning, infrastructure projects, resource allocation, and community mobilization. We ensure the implementation of social services from education, health, and sanitation while promoting sustainable environmental practices. We also facilitate communication between the community and government agencies, request for special supports and ensures transparency in financial and administrative matters. Through active participation, we empower residents to contribute to the overall growth and well-being of the village.

## References

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**(1) Mr. Mbemba Hydara**

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School of I.C.T  
University of the Gambia  
Kanifing  
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