HAMISI ABDALLA

IT SUPPORT TECHNICIAN

Ukunda, Kenya | mwapodzoh6@gmail.com | www.linkedin.com/in/hamisi-hamisi

IT Support Technician experienced in hardware, network, and systems support within hospitality and government environments. Strong in troubleshooting, network stability, and Windows Server assistance. Open to international IT Support opportunities.

AREA OF EXPERTISE

- Hardware Maintenance
- Network Troubleshooting
- System Maintenance
- Wi-Fi Support
- Access Points
- IT Support
- Windows Server
- End-User Support

PROFESSIONAL EXPERIENCE

ICT Technician Assistant (Volunteer)   **Sep 2025 - Oct 2025**
Northcoast Beach Hotel — Kikambala, Kenya
- Supported hardware and software maintenance across hotel departments
- Assisted in troubleshooting network connectivity and improving Wi-Fi reliability
- Provided end-user technical support to reduce operational downtime
- Assisted in implementing ICT solutions to enhance internal efficiency

ICT Attachment   **May 2024 - Aug 2024**
County Government of Kwale — Kwale, Kenya
- Assisted in hardware repairs and routine system maintenance
- Supported Windows Server setup and administration
- Managed wireless access points and strengthened network connectivity
- Contributed to CMS updates and IFMIS system support

IT Systems & Website Support (Contract)   **Dec 2025 – Present**
SunMega Limited — Kenya
- Provide ongoing maintenance and technical support for a live e-commerce platform
- Manage hosting environment, system updates, and performance monitoring
- Troubleshoot website and payment integration issues to ensure uninterrupted operations
- Implement security updates and system improvements

EDUCATION

Diploma in Information and Communication Technology (Credit)   **Jan 2023 - Nov 2025**
Technical University of Mombasa — Mombasa, Kenya
- Relevant Coursework: Networking, Systems Administration, ICT Infrastructure

Professional Qualifications   **Completion: sep 2025**

Alison Online Course   Alison ID: 24668309
- Diploma in Information Technology Support

ADDITIONAL INFORMATION

- **Languages:** English, Swahili.
- **Portfolio:** https://hamisi.vercel.app