

Khaled Abdirahman jama



Personal Information

✉ Khaledjama01@email.com 📞 +252 63 4726222 🏠 Hargiesa , Somaliland

Professional Summary:

Highly Skilled in managing cross-functional teams, ensuring seamless communication between departments, and implementing technology solutions to enhance efficiency. Proficient in report writing, preparing detailed and actionable reports for management, and leveraging data-driven insights to support strategic decision-making. Expertise in IT systems management, budget oversight, vendor negotiations, and staff training. Adept at troubleshooting technical issues, maintaining hardware and software systems, and ensuring compliance with company policies. Recognized for strong problem-solving skills, attention to detail, and the ability to adapt to dynamic workplace needs with proven experience in SaaS environments. Adept at **software testing, customer support, ticket management, and troubleshooting**. Strong analytical skills with expertise in **unit testing, reporting, and debugging**. Passionate about improving customer satisfaction and ensuring software stability through rigorous testing and problem resolution. Quick learning and creativity in software development.

Please feel free to contact me at +252 63 4726222 or by email: khaledjama01@gmail.com.

Education & Professional Qualification

Aug 2016 - Sep 2021

Bachelor of Software Engineering
Gollis University, Hargeisa somaliland

While attending Software Engineering College, I have learned more about software developments like:

Programming Languages: Html, CSS, Python, PHP, JavaScript, (React Framework)

Database Management: MySQL, SQL and Database Management Systems

Software Development: Fundamentals of Programming, System Analysis & Design, Mobile Development, web development and etc.

Networking: Data Communication Networks, Computer Networks

Operating Systems: Advanced Operating Systems

Project Management: Project Management Soft

Report Writing & Documentation: Professional report writing skills for software and technical documentation

Jan 2016 - Jan 2018

Diploma of I.T.C
Tisqaad College, Hargeisa Somaliland

In this diploma course I had covered the all basics of Information technology like:

- A+ (hardware, maintenance & troubleshooting, formatting installation) ●
- Multimedia (graphic design & video editing)
- Web design ●
- N+ (network) ●
- Database
- Programming language

Sep 2013 - Aug 2016

IGCSE-Certificate
Salaama Secondary School, Hargeisa Somaliland

I have graduated from Salaama Secondary School in Hargeisa, Somaliland

Best sincerely
Khaled Abdirahman Jama

May 2024

Web Development

Courses:

html & CSS

JavaScript

React Framework

SQL

Jul 2023

Diploma In Business administration

Hubaal Accademy, Hargeisa ,Somaliland

Business administration is a broad field that covers various areas crucial for managing and running an organization effectively the key points covered by **this course are:**

- Management and Leadership ●
- Operations Management
- Marketing and Sales
- Finance and Accounting ●
- Human Resources (HR) ●
- Strategic Management ●
- Entrepreneurship
- Communication and Negotiation

Jul 2023

Diploma in Accounting & Finance

Hubaal Accademy

In **Accounting and Finance**, students typically learn a wide range of topics that equip them with the skills to manage and analyze financial data, make informed decisions, and ensure the financial health of an organization.

Course Outline :

- Financial Accounting One / Two ●
- Cost Accounting
- Accounting Information Systems (AIS) ●
- Computer Accounting

Apr 2021

Diploma in Computerized Accounting

Hubaal Accadem

Computerized Accounting refers to the use of computer software and digital tools to record, process, and manage financial transactions and data. It streamlines accounting tasks by automating manual processes and improving accuracy and efficiency.

Key Components of Computerized Accounting: Accounting Software:

- QuickBooks
 - Tally
 - Odoo
- software

General Ledger:

Accounts Payable and Receivable:

Bank Reconciliation:

Financial Reporting:

Oct 2024

Diploma in Graphic Design

Samewade Academy, Hargeisa, Somaliland

Photoshop

Illustrator

in design

Best sincerely

Khaled Abdirahman Jama

Skills

Graphic Design

Computer Accounting

Microsoft Office

Network & Troubleshooting

Computer Skills

Web Development

IT Project Management System

System Administration

Employment History

Aug 2023 - Present

Job Title: Founder & CEO

Tayokeen Online Market, Hargeisa , Somaliland

As a CEO I have skills and experience that let the company run well like . Visionary thinking and strategic planning.

Strong leadership and decision-making abilities. Excellent communication and interpersonal skills.

Deep understanding of financial management and corporate governance.

Adaptability and resilience in the face of challenges.

Summary of duties and responsibilities

- Strategic Leadership and Decision-Making
- Operational Oversight and
- Performance Monitoring
- Innovation and Growth
- Risk Management and Succession Planning

Nov 2023 - Present

Job Title: Social Media Manager

Okey Best Model || Degmo Online Market || Cilaajka Dibbu Raxmaa, Hargiesa ,Somaliland

As the social media manager I am responsible for overseeing the company's presence on various social media platforms. My role is critical to building brand awareness, fostering engagement, and driving business objectives through strategic

Job responsibility and duties

- Strategy Development
- Content Creation and Management
- Community Engagement
- Analytics and Reporting
- Campaign Management and Trend Monitoring
- Collaboration
- Budget Management
- Training and Development

Apr 2022 - Dec 2023

Job Title : IT & System administration

Markisul Caafiya Herbal, Hargeisa ,Somaliland

As an IT Systems Administrator I have responsible for the maintenance, configuration, and reliable operation of an organization's I.T infrastructure. my role ensures that the company's systems run efficiently, securely, and without interruptions.

my key responsibilities of an I.T Systems Administration:

- Overseeing the installation, maintenance, and upgrading of hardware, software, and network systems.
- Ensure that IT infrastructure is reliable, secure, and scalable.
- Manage and lead the I.T team, including training, and evaluating

Best sincerely

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<div>Jan 2019 - Jul 2023</div>	<div> <ul style="list-style-type: none"> Assign tasks, set objectives, and provide guidance and support. Manage communication systems such as email servers and phone systems. Track and report on the performance of I.T systems. Collaborate with other departments to align IT solutions with business needs. </div> <div> Job Title: System Quality Control & IT Office Manager Tabsan Sanitation Service, Hargiesa Somaliland </div> <div> <ul style="list-style-type: none"> Conducted rigorous software quality control and unit testing to ensure the robustness and reliability of SaaS-based applications. Designed and executed test cases to validate application functionality, performance, and security. Spearheaded defect management processes, leveraging tools like JIRA and TestRail to track, prioritize, and resolve issues. Provided exceptional customer support by addressing user inquiries, diagnosing technical issues, and delivering effective solutions. Led efforts to optimize ticketing systems, ensuring streamlined workflows for efficient complaint resolution. Performed in-depth analytics on customer feedback and reported key insights to drive continuous product enhancements. Partnered with cross-functional teams to communicate software issues, validate fixes, and propose innovative improvements. Developed and maintained comprehensive knowledge base documentation to empower users and enhance self-service capabilities. Ensured strict adherence to service level agreements (SLAs) and company-defined quality standards. </div>
<div>Achievement & Awards</div> <div>Languages</div> <div>Completion Certificates</div>	<div> Employee of the Year at Tabsan Service company Best Employee of the Quarter at Markisul caafiya Herbal Recommendation latter at Tabsan Sanitation Service </div> <div> <div>English</div> <div>Somali</div> <div> <div></div> <div></div> </div> </div> <div> <div>Arabic</div> <div> <div></div> <div></div> </div> </div>
<div>Jul 2018</div>	<div> Certificate Of Training I completed training conducted by the next economy and Sonyo Umbrella which was discussed in Core Life and Employability skill training which was attended by Shaqodoon, 1% club and others </div>
<div>Dec 2018</div>	<div> Certificate Of Participation Subject Covered: <ol style="list-style-type: none"> Artificial Intelligent Deep learning Numpy Python Pandas Best sincerely <i>Khaled Abdirahman Jama</i> </div>

References

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Telesom employee

063-4220488

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Mohamed Yousuf Abdi

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Sakariye jama

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Best sincerely

Khaled Abdirahman Jama