CURRICULUM VITAE

**HASSAN MOHAMMED SAID**

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# PROFESSIONAL SUMMARY

# Highly skilled and detail-oriented ICT TECHNICIAN with over 8 years of experience in Installing computer hardware, peripherals, and related application software’s. Adept at troubleshooting hardware/software issues, managing enterprise networks, and ensuring system security. Passionate about optimizing IT infrastructure to improve operational efficiency and user experience. Seeking to leverage my expertise computer maintenance and other relevant skills in IT.

# SKILLS AND COMPETENCE

## Technical Skills

* **Software Installation and Configuration:** Installing, configuring, and updating operating systems and software applications.
* **Technical Documentation:** Skill in documenting repairs, procedures, and technical specifications.
* **Networking:** Understanding and troubleshooting network connectivity issues, including LAN/WAN networks and internet security.
* **Operating Systems Knowledge:** Understanding various operating systems and their functionality
* **Security Awareness:** Understanding internet security principles and data privacy
* **Hardware Troubleshooting:** Diagnosing and fixing hardware issues, including identifying and repairing components like CPUs, RAM, and storage devices.
* **Computer Maintenance:** Regularly maintaining computer systems to ensure optimal performance.

## Soft Skills

* **Problem-Solving:** Analyzing issues, gathering information, and developing solutions.
* **Communication:** Clearly and effectively communicating technical information to users, both verbally and in writing.
* **Customer Service:** Providing helpful and patient support to users.
* **Analytical Thinking:** Evaluating and interpreting information to diagnose and resolve issues.
* **Attention to Detail:** Meticulousness in identifying and correcting errors.

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* **Teamwork:** Collaborating with other IT professionals to solve problems and achieve goals.

# WORK EXPERIENCE

**Computer Technician**

*Mombasa Water Supply and Sanitation Ltd*  
 *5 October 2020 – Present*

* Assesses malfunctions of computer hardware and/ or peripheral devices for the purpose of determining appropriate actions to maintain computer operations.
* Coordinate with other staff for the purpose of completing projects/work orders efficiently.
* Installs computer hardware, peripherals, and related application software for the purpose of maintaining safe and effective operation
* Procures computer parts, supplies and materials for the purpose of ensuring the availability o items commonly required to repair computer hardware
* Repairs computer and electronics repair skills both on-site, remote and in the office
* Establishes network, computers and printers by evaluating network performance issues
* Updates job knowledge to keep abreast with new relevant developments
* Maintain logbooks or operating record listing each job run and events

**Water data Coordinator**

*Mombasa water supply and sanitation company limited*  
 *9th Jan 2013 – 5 October 2020*

* Coordinating the development, maintenance, and repair of water infrastructure like pipelines, and water treatment plants
* Ensuring water quality testing and monitoring, ensuring that water meets quality standards and implementing corrective measures when necessary
* Coordinating water distribution by ensuring efficient and reliable delivery of water to customers, balancing water pressure and flow, and monitoring network performance
* Taking daily master meter readings and adding up all the totals at the end of the month i.e. Mzima springs, Baricho and Marere water supply Master meters.

**Meter reader**

*Mombasa Water and Sewerage Company Limited*

*12 January 2006-9th January 2013*

* **Reading meters:**

Accurately reading and recording water meter readings at assigned locations, whether residential or commercial.

* **Data entry:**

Inputting meter readings into the company's system for billing purposes.

* **Meter inspection:**

Inspecting meters for damage, unauthorized connections, or any malfunctions.

* **Reporting issues:**

Reporting any meter issues, such as damage or unauthorized use, to the appropriate authorities.

* **Route management:**

Following established routes and schedules to ensure timely meter readings.

* **Customer interaction:**

Interacting with customers to address inquiries or concerns related to meter readings.

* **Record keeping:**

Maintaining accurate records of meter readings, inspections, and any issues encountered.

* **Potential for repair and maintenance:**

Depending on the role, they may also be involved in minor repairs or maintenance of meters.

**Meter reader** *National Water Conservation and Pipeline Corporation*

*30th January 2002- 9th Jan 2013*

* **Reading meters:**

Accurately reading and recording water meter readings at assigned locations, whether residential or commercial.

* **Data entry:**

Inputting meter readings into the company's system for billing purposes.

* **Meter inspection:**

Inspecting meters for damage, unauthorized connections, or any malfunctions.

* **Reporting issues:**

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* **Record keeping:**

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# EDUCATION AND TRAININGS

* **Bachelor’s Degree in Business Information Technology**  
  *Mount Kenya university(2009 – 2012)*
* **Kcse**  *Allidina visram high school (1996-1999)*
* **Kcpe** *Kaloleni primary school (1987-1994)*
* **Meter Reader Course** *Kenya Water Institute (27 march 2007-30 march 2007)*
* **Change Management and organization culture seminar** *Government Training Institute (29 0ctober 2007-30 October 2007)*
* **Skill Up-grading plumbing pipe fitting** *Mombasa industrial training center (07/03/2008-18/04/2008)*
* **PAYE Electronic Returns Training** *KRA Long Room-Mombasa (3rd April,2014)*
* **ERP Training course** *Kenya School of Government*
* **Online participation in Artificial intelligence in Africa Higher Education** *Africa universities Day Celebrations 2023(6-10 November 2023)*

# KEY ACHIEVEMENTS

* **Troubleshooting and Diagnostics:**

Effectively diagnosing and resolving hardware and software problems, leading to reduced downtime and increased user productivity.

* **System Maintenance:**

Performing regular maintenance checks and updates to ensure system stability and security, preventing potential issues before they impact users.

* **Software Installation and Configuration:**

Successfully installing and configuring new software, as well as updating existing software to ensure compatibility and security.

* **Network Administration:**

Setting up and troubleshooting network systems, including cabling, wireless networks, and email accounts, ensuring smooth and reliable network connectivity.

* **Data Recovery and Backup:**

Implementing and maintaining backup and recovery protocols to prevent data loss and ensure business continuity in the event of system failures.

* **Security Implementation:**

Implementing security protocols to reduce vulnerability exposure and protect systems from malicious threats.

* **Training and Education:**

Providing training and education to users on computer systems and applications, improving their computer literacy and reducing support requests.

* **Collaboration and Communication:**

Effectively collaborating with IT teams and end-users to resolve technical issues and optimize system performance.

* **Cost Savings:**

Implementing cost-saving measures through efficient system maintenance, reduced downtime, and optimized resource utilization.

* **Project Management:**

Successfully managing the deployment of new computer systems, ensuring timely and accurate installation and configuration.

# REFERENCE

# Mr. Abdu Rahim Farah

# Managing Director, Mombasa Water Supply and Sanitation Ltd

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