

ALI ABDULLAHI SLEEL

Address : Kismayu Road

City : Garissa

State : Garissa, 867 - 70100

Email : aliselel130@gmail.com

Phone No : +254724414147

PROFESSIONAL SUMMARY

Analytical, logical, and resourceful IT Help Desk Technician bringing 2 years of experience in telecommunications with expertise in developing trustworthy relationships with clients and delivering exceptional customer support services. Accustomed to multitasking; flexible and adaptable. Willing to further develop skills and grow professionally by taking on new responsibilities, troubleshooting, and resolving issues. Professionally multilingual in English, Swahili and Arabic.

WORK HISTORY

Manar Foundation

Programs Coordinator

Garissa, Kenya

Jan 2021 - Present

- Perform general office duties, such as ordering supplies, maintaining records management database systems, and performing basic bookkeeping work.
- Review operating practices and procedures to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures.
- Supervise the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.

United Hands Relief & Development

Volunteer IT help desk officer

United States of America

Jun 2020 - Dec 2023

- Train users and promote security awareness to ensure system security and to improve server and network efficiency.
- Encrypt data transmissions and erect firewalls to conceal confidential information as it is being transmitted and to keep out tainted digital transfers.

United Mission Relief

Volunteer IT and Field officer

United States of America

Oct 2018 - Aug 2020

- Develop plans to safeguard computer files against accidental or unauthorized modification, destruction, or disclosure and to meet emergency data processing needs.
- Meet with individuals, special interest groups and others on behalf of executives, committees and boards of directors.

EDUCATION

Bachelor of Science in Information Sciences

Garissa University

Garissa, Kenya

Sep 2019 - June 2023

I enrolled into this program and attained second class upper division to advance my career goals and skills.

Diploma of Information Technology

Garissa University

Garissa, Kenya

Sep 2017 - July 2023

This was my entry course to University Education and I pursued my area of interest.

SKILLS

- web development skills
- photography and videography
- Problem-solving
- Teamwork
- Decision Making
- Creativity
- Critical Thinking
- Communication
- Adaptability
- Active Listening
- Teamwork
- Public Speaking
- Leadership

ACHIEVEMENTS

- Developed a website for manar foundation.
- Established a modern and well functioning computer lab for Manar foundation.
- Reached out to over 4000 needy families with food assistance in Garissa and Tanariver counties.
- Helped over 100 students to go to school through orphan sponsorship program.

LANGUAGES

- English
- Swahili
- Somali
- Arabic

REFERENCE

Name : Marion karanja

Designation : Principal Technology Solution Engineer

Company Name : Oracle Kenya

Email id : karanjamumbi@gmail.com

Phone No. : +254724016212

Name : Henry Lusala

Designation : Head Of Department - Computer And Information Sciences.

Company Name : Garissa University

Email id : henrylusala@yahoo.com

Phone No. : +254728468080