

# Alyakbar Ahmed

## PROFESSIONAL SUMMARY

A detail-oriented and resourceful IT Support Specialist with over three years of diverse experience in providing technical assistance, managing IT infrastructure, and supporting enterprise systems. Proficient in diagnosing and troubleshooting hardware and software issues, configuring networks, and delivering end-user support in high-pressure environments. Adept at collaborating with cross-functional teams, implementing IT solutions, and leveraging cutting-edge technologies to drive operational efficiency

## INTERNSHIP

### **Kenya Medical Supplies Agency (KEMSA), Nairobi, Kenya — IT Intern.**

September 2024 - December 2024

- Technical Support: Troubleshooting hardware and software issues.
- System Installation: Configuring and installing software like SAP.
- IT Infrastructure Management: Maintaining and managing network systems.
- Project Management: Assisting with IT project planning and implementation.
- Problem-Solving: Diagnosing and resolving technical issues efficiently.
- Collaboration: Working with teams and vendors to resolve technical challenges.
- Documentation: Recording technical processes and system configurations.
- ERP Exposure: Gaining experience with enterprise systems like SAP.
- Communication: Improving technical and non- technical communication.
- Adaptability: Adapting to new technologies and systems.
- Time Management: Managing multiple tasks and meeting deadline
- Assisted in the migration to SAP ERP systems, ensuring seamless data integration and alignment.
- Analyzed and organized IT infrastructure to support ongoing monitoring and evaluation needs

### **Zetech University Muslim Union, Nairobi, Kenya - Chairman**

September 2022 – May 2024

- Led community outreach programs
- Developing the club's websites
- Organized mosque clean-ups
- Coordinated food distribution for those in need

## Contact Info:

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LinkedIn:

<https://www.linkedin.com/in/alyakbar-ahmed-1abb1a218/>

Kaggle: <https://www.kaggle.com/alyakbar>

Github link

<https://github.com/alyakbar>

## SKILLS & COMPETENCIES

- ❖ WEB development
- ❖ Advanced troubleshooting of hardware, software, and networks
- ❖ Windows system and network administration
- ❖ Office 365 management and helpdesk support
- ❖ Security practices and hardware/software maintenance
- ❖ Experience with SAP, MySQL, and ERP systems
- ❖ Monitoring and Evaluation Frameworks
- ❖ Data Analytics & Visualization (Power BI, Tableau)
- ❖ Data Strategy Development
- ❖ Partner Data Alignment & Integration
- ❖ Dashboard Design & Customization

- Facilitated team-building activities
- Organized religious lectures
- Managed inter-university tournaments
- Demonstrated leadership in volunteer activities, fundraising and community engagement.

### **Blockchain Development Contributor**

*Celo Blockchain Developer Community, Kenya |*

2022 – Present

- Contributed to the development of decentralized applications and smart contracts.
- Supported the implementation of scalable blockchain solutions, enhancing usability.

### **Regional Center for Mapping of Resources for Development, Nairobi, Kenya - IT intern**

September 2021 – December 2021

- Switch configuration and maintenance
- Troubleshooting server
- Internet and telephone configuration
- Helps and mediate meeting
- Installation of software
- Maintenance of IT equipment
- Recording students' attendance in excel
- Helping students in programming

## **EDUCATION**

**Zetech University, Nairobi, Kenya — BSc in computer science**

September 2022 - November 2024

Bachelors of science in Computer Science – Second-class lower

**Zetech University, Nairobi, Kenya — Diploma**

January 2020 - November 2021

Diploma in computer science - Distinction

- ❖ Data Collection Planning & Management
- ❖ SQL, Python, and R for Data Analysis
- ❖ Stakeholder Engagement & Collaboration
- ❖ Report Writing & Presentation
- ❖ IT Support
- ❖ Training Development
- ❖ Monitoring and Maintenance
- ❖ Software Expertise
- ❖ WEB development
- ❖ Computer hardware and software maintenance.
- ❖ Computer programming
- ❖ Computer networking
- ❖ Research skills
- ❖ Strong and excellent analytical teamwork and leadership skills

## **CERTIFICATIONS & COURSES**

Data camp course:

- Power BI, SQL, Tableau, and Python fundamentals for data analytics

GOOGLE KAGGLE– 5-Day

Intensive Generative AI Course

HUAWEI:

- HCIA Datacom
- HCIA Big Data
- HCIA IOT
- HCIA Data center facility
- HCIA Security

CISCO Networking Academy:

- Cybercops
- CCNAv7: Switching, Routing and Wireless Essentials
- CCNAv7: Enterprise

**Kahawa Garrison Secondary School**, Nairobi, Kenya — *KCSE*  
January 2015 - MONTH 2018

Kenya Certificate of Secondary Education - C -

**Takaba Primary School**, Mandera, Kenya — *KCPE*  
January 2006 - MONTH 2014

Kenya Certificate of Primary Education - 317 marks

Networking, Security and Automation.

- IPD program Certificate of participation
- Women rock -IT program certificate of participation
- Cyber security essentials

Oracle:

- Oracle bootcamp participation
- Oracle foundation Associate
- Oracle Architect Associate

Cyber Ranges:

MITRE ATT&CK Fundamentals

## HACKATHON CERTIFICATE

**Web3** — *polygon and harmony*

Theme - Gender Equality

*celo and ushahidi*

Theme – build for good

**Hack For earth**

Theme – UN SDGs goals

**Aws impact +** —

Theme - Gender Equality and climate change

American Spaces, US Embassy Kenya  
and STEM IMPACT CENTER

KENYA: Robotics for social change.

## REFEREES

**SAMUEL WATAKU** — *ICT MANAGER at Kenya Medical Supplies Agency (KEMSA)*

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