

**Noor Hafow Bare**

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08/28/2025

**Hiring Manager**

World Food Programme

Mogadishu, Somalia

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**Re: Application for IT Operations Associate (SC6) – Mogadishu**

Dear Hiring Manager,

I am writing to express my strong interest in the position of **IT Operations Associate (SC6) – Mogadishu** as advertised. With over **two years of hands-on experience** as an IT Operations Associate at Relief Development Organisation, coupled with my academic background in **Information Science with a specialization in Information Technology** from Garissa University, I am confident in my ability to contribute to your organization's IT operations and digital transformation goals.

In my previous role, I was responsible for supporting over 100 end-users by troubleshooting hardware and software issues, maintaining networks and backup systems, and ensuring 99% system uptime. I also implemented proactive monitoring tools that reduced network disruptions by 30% and developed IT guides that streamlined support requests, improving organizational efficiency. Additionally, I delivered end-user IT training sessions that significantly improved staff digital literacy, contributing to better overall productivity.

I bring with me a strong set of technical skills, including experience with **Windows/Linux systems, networking (Cisco Packet Tracer), database management (SQL), and cloud tools (Google Workspace, Microsoft 365)**. I am also certified with the **Google Professional**

**Certificate**, which strengthened my expertise in IT support and automation practices. Alongside my technical abilities, I am fluent in **English, Somali, and Swahili**, which enables me to work effectively in diverse and multicultural environments.

I am particularly drawn to this role because it offers the opportunity to support humanitarian and development work through technology a mission I am deeply passionate about. I believe my blend of technical knowledge, problem-solving skills, and experience in challenging environments make me a strong candidate for this position.

Thank you for considering my application. I would welcome the opportunity to discuss how my skills and experience align with your needs. I am available at your earliest convenience for an interview and can be reached at +254743789242 or **noorhafowbare396@gmail.com**.

Sincerely,

**Noor Hafow Bare**