

ELAMIN IBRAHIM AHMED

IT Support/technician & a Junior
Web Developer



Personal details

ELAMIN IBRAHIM AHMED

elaminibrahimahmed64@gmail.com

+255 653 649 295

Dar es salaam, Tanzania
11000 DAR ES SALAAM

Male

elaminibrahim.netlify.app

linkedin.com/in/elamin-ibrahim-ahmed-a548ba380?
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utm_content=profile&
utm_medium=android_app

Skills

IT Support

Hardware troubleshooting

Networking (IP, DHCP,
DNS, VLANs, WiFi
Troubleshooting)

Windows OS
Administration

Software Installation &
Configuration

Profile

Detailed-oriented IT professional with a solid background in computer science and information technology, skilled in managing and maintaining computer systems as well as supporting end-users efficiently. Experienced in installation, configuration, and troubleshooting within Windows and Linux environments, with a keen interest in integrating web development skills to provide comprehensive technical support.

Education

Diploma in Computer Science

Oct 2023 - Jul 2025

KIUT

- Gained in-depth understanding of computer hardware architecture and system components essential for troubleshooting and maintenance.
- Acquired foundational skills in programming and web development including HTML, CSS, and JavaScript suitable for junior web development roles.
- Developed proficiency in operating system installation, configuration, and management for both Windows and Linux environments.
- Studied database management basics and software application integration to enhance system functionality and user support.
- Mastered IT support methodologies such as user assistance, system backups, hardware and software troubleshooting, and preventive maintenance.
- Learned software development life cycles and applied problem-solving techniques in coding assignments.

Certificate in Information Technology

Oct 2022 - Jul 2023

Kampala International University in Tanzania, Dar es salaam

- Acquired foundational knowledge in computer hardware components, system assembly, and troubleshooting techniques.
- Learned installation, configuration, and maintenance of various operating systems including Windows and Linux.
- Studied web development fundamentals including HTML, CSS, and introductory JavaScript, preparing for junior web developer tasks.
- Mastered essential IT support processes including user support, system backups, and preventive maintenance to ensure operational efficiency.

Uganda Certificate of Education

Mar 2013 - Nov 2016

Seeta High School-Mukono, Mukono, Uganda

- Developed foundational skills in computer literacy, including basic software applications and operating systems.
- Studied principles of information and communication technology relevant to IT support roles.

Employment

Lab Attendant

Jul 2025 - Dec 2025

KIUT

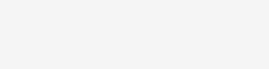
- Managed 40+ computers and resolved 15–20 technical issues weekly.

I consent to the processing of my personal data for the purpose of recruitment for the position to which I am applying.

Office 365 / Microsoft 365



Support



Ticketing Systems

(ServiceNow, Jira,
Zendesk, Freshdesk)



Remote Desktop Tools

(AnyDesk, TeamViewer,
RDP)



Mobile Device

Management (Intune,
Jamf)



HTML



CSS



JavaScript



API Integration



Languages

English

French

German

Arabic

Swahili

Qualities

- Problem Solving
- Technical Support
- Communication
- Attention to Detail
- Time Management
- Teamwork
- Multitasking
- Customer service oriented
- Adaptability

- Installed operating systems, configured software, and assisted users.
- Gained hands-on experience in networking and device maintenance.

Sales Representative

Jan 2021 - Dec 2022

Local Businesses

- Improved client communication and management skills.

Internships

IT Support Technician

Dar es salaam Institute of Technology (DIT), Dar es salaam

- Collaborated with senior IT technicians to upgrade system hardware and software.
- Assisted users in recovering data and troubleshooting storage device problems.
- Provided technical support for web development tools and assisted in website deployment and updates.
- Conducted routine maintenance and performance monitoring of computer systems.
- Managed and supported over 40 computers, resolving 15-20 technical issues weekly to ensure smooth IT operations.
- Gained practical experience in networking and hardware maintenance, contributing to the effective functioning of the IT lab.
- Monitored and resolved IT support tickets using help desk software, ensuring timely resolution of technical issues.

Courses

Computer Science

Oct 2025

- In-depth understanding of computer hardware architecture and system components for effective troubleshooting and maintenance.
- Proficiency in programming languages including HTML, CSS, and JavaScript tailored for junior web development roles.

References

References available upon request.

DAR ES SALAAM

Elamin