

AHMED NAJASH

SUMMARY

Website Profile: gamecode.tech Github: <https://github.com/jashdebug>

EXPERIENCE

Service Desk Officer, 02/2023 - Current

Gulf African Bank - Nairobi, Kenya

- Acted as the first point of contact for IT-related issues, providing technical support and guidance to users via phone, email, and helpdesk systems.
- Logged, tracked, and managed incidents and service requests using helpdesk software, ensuring timely resolution in line with service level agreements (SLAs).
- Performed root cause analysis for recurring issues, working closely with higher-tier support teams to identify and implement long-term solutions.
- Provided regular updates to users on the status of their support requests, maintaining a high level of customer satisfaction through clear and effective communication.
- Created and maintained knowledge base articles and user guides to empower end-users and reduce repeat incidents.

ICT (IT SUPPORT ASSISTANT), 01/2022 - 02/2023

Gulf African Bank - Nairobi, Kenya

- Support the implementation and effective use of bank systems in line with the bank's policies and standards
- System installation, setup, testing, training, administration and support for end-users - both on hardware and software requirements
- Managing Helpdesk calls, attending various infrastructure related problems on Helpdesk
- Participate in the design, setting up, implementing and testing business continuity and disaster recovery installations within the bank
- Troubleshooting, configuring and setting up network Printers, Scanning problems
- Setup of new IT equipment's and Undertaking repairs and maintenance of IT equipment & associated peripherals
- Enhancing physical checks, deployment and update of anti-virus.

Project Manager, 05/2021 - 01/2022

KUA ZONE - Nairobi, Kenya

- Working as a curriculum developer and tutoring learners in Game and App development, Making websites, and Robotics

CONTACT

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SKILLS

- IT service ticketing systems
- Remote support tools
- Effective communicator
- Customer service expert
- Technical documents comprehension
- Software troubleshooting
- Technical communication
- Technical issues analysis
- Desktop support

- Led projects and analyzed data to identify opportunities for improvement
 - Participated in team-building activities to enhance working relationships
 - Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
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ACCOMPLISHMENTS

- 03/01/22, Invited as a guest speaker at UNEP @50, Assembly to commemorate the fiftieth anniversary of the creation of the United Nations Environment Programme.
 - 2020-2021, CURRICULUM DEVELOPMENT FOR KUA ZONE(KIDS INNOVATIVE CENTRE) <https://kuazone.com/> MID-SEM PROJECT (JAVA-BASED STUDENT MANAGEMENT SYSTEM)
 - 2019-2021, MICROVERSE PROGRAMMING AND CODE ACADEMY PROJECTS <https://github.com/jash-debug2>
 - 2020, PROFESSIONAL TRAINING 2020: COURSERA- COMMONWEALTH OF LEARNING: GOOGLE DATA ANALYTICS, PYTHON, DATA SCIENCE
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PERSONAL INFORMATION

- Date of birth: 10/31/95
 - Nationality: Kenyan
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EDUCATION

O Level Certificate: Secondary Education, 11/2014

LIGHT ACADEMY SECONDARY - Mombasa

Language Study: CHINESE, 04/2018

HANKOU UNIVERSITY - Wuhan

BSc.: Applied Computer and Technology, Software Engineering,
03/2022

UNITED STATES INTERNATIONAL UNIVERSITY - Thome

BSc: ELECTRICAL AND ELECTRONICS ENGINEERING

UNIVERSITY OF NAIROBI (Year 1 and 2) - Nairobi

REFERENCES

- Ms. Swabra Soud, Partnerships and External Linkages Officer, USIU-AFRICA, 0725 358 673, sswabra@usiu.ac.ke
- Mr. Isa Abdulaziz, Manager ICT, Gulf African Bank, 0720346611, isa.abdulaziz@gab.co.ke
- Dr. Patrick K. Wamuyu, Chair, Department of Computing, USIU-AFRICA, pwamuyu@usiu.ac.ke