

RESUME

Personal Data

Name : Mesheal D. Somah Sr.
Date of Birth : October 28, 1987
Place of Birth: John F. Kennedy Hospital, Monrovia
Marital Status: Marry with two Children
Hobbies : Reading, Writing and Making Research
Nationality : Liberian
Cell # : +231-770442816/+231-886766156
Email : dsomah@gmail.com

JOB OBJECTIVE:

FULL STACK ENGINEER

SUMMARY OF QUALIFICATION:

Information technology professional with more than **10** years of experience in IT administration, project management, and network operations with implementation and support for direct business objectives. A motivated and creative self-starter, persistent in problem solving with resourcefulness to business needs and expectations, yet proficient in system administrations and IT solutions in a production environment.

CORE COMPETENCIES:

Data Management • System Administration • Data Center Environment • VM vSphere •
Network Operations Change Management • Microsoft Windows Server & Desktop OSes •
OS Updates & Patches System Recovery • ITIL Standard and Practices • Local & Remote
Administration
Hardware Installation • Server Class & Enterprise Class Hardware • Hardware Firmware Updates
Client Relationship Management • Project Management • Vendor Management
Customer Service Oriented • Team Player

- MERN STACK (MongoDB, Express.js, React.js & Node.js)
- HTML5, CSS3, Bootstrap 4, JavaScript ES6+, PHP, .Net Core, ASP.Net Core, C-Sharp, SQL, NoSQL

PROFESSIONAL EXPERIENCE:

2017-Present- **National Identification Registry (NIR)**

Allison Street, Congo Town Monrovia, Liberia

IT COORDINATOR

- Develop and implement procedures for effective data management.
- Create rules and procedures for data sharing.
- Oversee and manage staff members in the daily use of data systems.
- Guarantee adherence to legal and agency regulations.
- Regularly monitor and evaluate information and data systems that could affect analytical results.
- Assess system performance and make recommendations for software, hardware, and data storage improvements.
- Manage all incoming data files.
- Continually develop data management strategies.
- Assist with recognizing and upholding digital security systems to protect delicate information.
- Provide Technical Support to the National Biometric Identification System (NBIS) at the National Identification Registry (NIR) for Network, Internet, Call center equipment, Digital Data Collection and security, Enrolment equipment hardware maintenance, and trouble shooting.
- Develop an effective and sustainable ICT strategy for the NIR through consultations and collaboration.
- Identify and build a team of strong IT personnel within the NIR for regional locations and mobile teams.
- Leverage existing hardware, software, networking facility to improve ICT platform and tools within the NIR.
- Develop and implement the NIR ICT infrastructure, application and Disaster recovery and Business continuity plans.
- Implement effective and secure mailing and group collaboration tools.
- Manage and coordinate the maintenance of OS, software and network platform.
- Create, implement, maintain and review ICT specific processes, methods, principles of working, systems and models that are the most effective and reflect the Registry needs and develop and enhance them on a regular and on- going basis, to generate continuous improvement in quality and service to customers.
- Plan ICT based training needs and capacity building for NIR.
- Undertake systems analysis, design of applications and specific programming needs.
- Initiates proper backup of systems and security of the NIR applications and network.
- Develops, implements, maintains and updates best practices for systems operations and maintenance
- Develops, implements, maintains and updates best practices for storage area network operations and maintenance
- Provides hardware, operating systems and connectivity support in keeping with defined best

practices

- Operates and maintains the Systems (UNIX / WINDOWS servers) architecture
- Operates and maintains the Storage Area Network (SAN) architecture
- Manages Service Level Agreements contracted with main suppliers/vendors (Microsoft, Sun, HP, McAfee, etc.)
- Provides technical support to analysts responsible for layered software products on the systems platform
- Tests and maintains disaster recovery and business continuity plans
- Prepares technical reports on the operation of systems
- Develops and maintains processes to automate tasks and reports of business systems
- Configure and tests systems to conform to layered products requirements
- Plans systems performance & capacity upgrade
- Participates in resolving issues that affect both network communications and systems platforms (reliability, security, performance...)
- Documents, implements and updates policies, procedures and contingency plans
- Identifies and addresses security risks to data, software and hardware
- Maintain availability of the servers and services, applications as per group

2016-2017- INTERNEWS (USAID – Liberia Media Development Program)

**19th Street Sinkor, Opposite Lila Brown
Monrovia, Liberia**

IT/Hardware Support Officer

- Install, maintain and manage all ICT related resources in Internews Liberia.
- Install and configuring user laptops and desktops on windows and mac operating systems.
- Configure and set up Microsoft outlook email accounts for Internews Liberia Office.
- Assist in keeping track of inventory of ICT software and hardware equipment and accessories for Internews Liberia Office.
- Troubleshoot systems, diagnosing and solving hardware/ software faults.
- Routine hardware and software preventive maintenance.
- Liaise regularly with Internews HQ IT and digital security teams to ensure optimum efficiency and security of systems.
- Set up and manage appropriate online and social media monitoring systems.
- Set up and manage Internews or local partner organizations websites and other interactive platforms as required.
- Liaise with local partner organizations to coordinate and connect online, social media and other platforms.
- Assist in training media staff on best practices to leverage online and social media.
- Advise local partner organizations and media outlets on creative website and social media use.
- Keep detailed records of above for project reporting.

2013-2016- **MWETANA Consultant & Technology Group (MCTG)**
16 McDonald Street, Lauvicon House
Crown Hill
Monrovia, Liberia

IT Consultant/Enterprise Systems Administrator/Network Integrated Technician

➤ Job Description:

**National Social Security and Welfare Corporation
(NASSCORP) 15th Street Sinkor, Payne Avenue
Monrovia, Liberia**

- Creating and managing NASSCORP users' domain, Smarter Mail, Internet, QuickBooks, BPMS and RPMS biometric accounts.
- Installation and deployment of Kaspersky security endpoint on windows workstation through Kaspersky administration server console.
- Installing, configuring and managing Intuit QuickBooks 12.0.
- Creating, configuring and filtering users' internet access through PFSense firewall router.
- Implementing, managing and backing-up all of NASSCORP data through a regular schedule backup.
- Installing and configuring Blade Server and KVM Switches.
- Documenting software and hardware licenses, service tag and SN number.
- Monitoring and auditing users' resource access on the servers.
- Managing users' accounts and securing all passwords by ensuring the complexity requirement for security purposes.
- Support and maintain Windows servers.
- Support and maintain physical and virtual servers, manage deployment and life-cycle.
- Administer Active Directory, DNS, DFS, DHCP, and certificate services.
- Administer systems management software such as SCCM/WSUS; including automation scripts and patch management.
- Resolve complex multi-vendor server hardware, software and networking compatibility issues.
- Participate in developing strategies to maximize the 24/7/365 availability of critical online information systems.
- Provide direction, assistance, cross-training, and troubleshooting insights to fewer senior co-workers
- Prepare and implement proper procedures and service level agreements to ensure optimum system integrity and data availability.
- Utilize electronic service management tools to perform Change/Incident/Problem resolution.
- Supporting end-users with the help of OS Ticketing system

CDM-SMITH (USAID-Liberia Engineering Services)**Old Road, Sinkor****Monrovia, Liberia**

- Installing and configuring AutoCAD Autodesk and Revit 2014 for CDM engineer.
- Installing, configuring and joining of CDM computer to the domain through VPN connection to the HQ.
- Monitoring and maintaining computer systems and network.
- Troubleshooting system and network problems and diagnosing and solving hardware/software fault.
- Configuring and managing local files server for CDM-Liberia office.
- Provide installation and support for operating systems and third-party vendor software.
- Applies skill and innovation and acts as a technical resource to improve effectiveness of systems and customer satisfaction.
- Provide support of Enterprise System Management including escalation and system performance of production platforms.
- Functions as second-tier support for systems software, with escalation to internal resources for hardware and software issue resolution.
- Developed and maintained plans to ensure successful data recovery of operating systems environment in the event of a disaster.
- Performed systems analysis and tuning to insure optimal operating systems response for production work.
- Participated in providing technology assessments in support of automation and technology migration initiatives.
- Recommend improvements, maintain/monitor production and non-production systems to ensure infrastructure performs at maximum efficiency.
- Implemented and maintained Corporate Data Security guidelines.

Christian Health Association of Liberia (CHAL-Liberia)**21th Street Sinkor, Fiamah****Monrovia, Liberia**

- Installing and configuring computer hardware operating system and other software application.
- Setting up users' accounts and profiles and dealing with password issued.
- Following diagrams and written instruction to repair fault or setup a system.
- Testing and evaluating new technology.
- Supporting the roll-out of new application.
- Support users with Microsoft software on Desktop and Laptop systems with security updates, malware, and viruses.
- Helped users configure and troubleshoot dialup connections, Winsock issues, modem drivers, and broadband connectivity.
- Communicated with Telephone companies in trouble shooting DSL connections.
- Configured, troubleshoot, and supported Cisco, Bay Networks, and Nortel Network edge routers and back end routers.
- Assisted with topology transport design with POTs, ISDN, T1, Frame relay, and other dedicated lines.

Open Society Initiative of West Africa (OSIWA)
Mamba Point, Old CID Road
Monrovia, Liberia

- Installing and monitoring Kaspersky anti-virus and updates.
- Establish and resolved connectivity between local system and ISP.
- Hardware and software installation.
- Monthly inventory check, weekly reports on parts, devices and equipment needed.
- Repairing of staff's computer and other computer problem.
- Conduct routine system maintenance & checks, such as tape stream back-ups, anti-virus checking, applying service packs to existing systems, and trialing new service packs prior to application.
- Administering of all corporate IT hardware components such as phone systems, networking devices, printers and copiers.
- Maintenance and administration of the Service Desk ITIL systems used by the team, including sole responsibility for ensuring the IT assets register (hardware and software) is accurately maintained.
- Troubleshooting issues related to VLAN and network connectivity of various peripherals including POS, Wireless, PC, Scanners.
- Assisted and provide the second line support and firewall teams in resolving the network and Checkpoint/Net Screen firewalls related issues.
- Performed network's documentation and disaster recovery plan.
- Optimized the network traffic by Creating and managing VLANs through the switches to separate traffics.
- Provided Network diagram using Visio, excel, PowerPoint, Word
- Performed Configuration & troubleshooting of routers using TCP/IP, BGP, RIP, OSPF and EIGRP protocols.
- Implemented of TCP/IP & related Services DHCP/DNS/NAT/VPN.
- Maintained network security through proper configuration of firewalls and VPN devices.

2011-2013-Samzore Investment Inc. (ISP/NOC)
Duport Road
Monrovia, Liberia

Server Administrator

- Planning, implementing, managing and maintaining Microsoft Windows Server 2008 and 2012 R2.
- Monitoring voice call on hyper media device through the porter UI.
- Configuring XIPLink device for routing.
- Tracking and auditing of resources.
- Installing patches and updates through WSUS server.
- Installing and configuring Hyper V and VMWare EXSI for virtualization.
- Responsible for designing, implementing, installation, maintenance, and upgrade of local area network (LAN) devices and servers such as, windows servers 2008, Cisco switches & routers, and storage area network appliances (SAN).
- Responsible for project planning, implementation, and supporting scalable network infrastructure solutions to meet business requirements for a high availability network using F5 BigIP load balancers and storage area network (SAN) devices.
- Installed, configured and maintained over 16 windows 2008 R2 2012 R2 dell servers.
- Regularly assessing system hardware, software and storage systems for optimum Performance.

- Maintaining detailed documentation on system hardware, software versions, application upgrades, vendor service releases, and system modifications.
- Providing technical oversight to clients during project planning and implementation as well as facilitating change management, and go-live activities.
- Installed and configured desktops and servers into the multi-platform MS Windows environment.
- Managed and monitored internal system security.
- Responsible for user domain account creation, administration, folder restrictions, and day-to-day administration.
- Collaborated extensively with vendors to ensure appropriate resolutions of issues.
- Analyzed and resolved network and remote connectivity issues.

2009-2011-Unifield Concept (ISP)

Congo Town

Monrovia, Liberia

Network Administrator

- Assessing and rebuilding of SDC branch office in Lofa.
- Installing and configuring network printers and print server.
- Installing and configuring CISCO routers, switches and Wi-Fi devices.
- Troubleshooting, repairing, upgrading and maintaining computer and peripheral.
- Managed software license activities to ensure compliance with vendor agreements, copyright laws and other regulations.
- Backup/restoring of data utilizing the Symantec ghost software and Veritas backup.
- Utilized the clarify help desk software to log user calls and create tickets.
- Provided technical support to end users, assisting them with network access, printing, and application software issues.
- Installed and Configured Cisco routers and switches.
- Managed the company checkpoint firewall.
- Researched, recommended and assisted in deploying new technology and procedures into the production environment.
- Installed, setup, and configured Windows NT workstations and servers, including applying patches/security updates, and fixes, when necessary.
- Setup printers, print servers, created print queues, and installed drivers on client workstations.
- Troubleshot network problems in a timely fashion usually within an hour of receiving the call.
- Provided user level network services such as designing security policies, setting up groups, assigning accounts and passwords.
- Involved in the process of project design, support and maintenance of network infrastructure for various vendors.

PROFESSIONAL DEVELOPMENT & EDUCATION:

2012-2017-	Bachelor in Information Technology (BIT) STARZ College of Science & Technology (S.C.T.) Airfield Sinkor, Monrovia, Liberia
2015-	MCPS: Microsoft Certified Professional Microsoft, license F414-9971
2015-	MCSA: Windows Server 2012 Microsoft, License F475-4527
2012-2014-	Associate Degree (AA) Information Technology
2011-2012-	MCTS & MCITP
2009-2010-	COMPTIA A+/Hardware, Net+ Certificate, Security+ and Server+ Certificate
2007-2008-	Diploma and WAEC Certificate Independent Bethlehem Baptist High School Old Road, Keyhole, Monrovia, Liberia

TECHNICAL SKILLS & KNOWLEDGED:

General Skill:

Analytical and problem solving, Computer Installation and Maintenance, Cost Benefits Analysis, Data Integrity/Recovery, Disaster Recovery Planning, Excellent client facing communications, Hardware Maintenance, Network & Systems Security, Remote/Local User Support, Research & Development, Risk Assessment, Software Update, Technical Trouble Shooting, User Support (Face-to-Face, Email, Telephone, and Remote), User Training.

Tools/Software:

Adobe Suits, Anti-Virus Protection Utilities, Application Packaging, Asset Management, Blackberry Enterprise Server, Imaging Software, Helpdesk / Call login systems, Internet Information Services, Microsoft Office, Microsoft Project Server, Microsoft SQL Server, Symantec Backup Exec, UML (Unified Mark-up Language), Windows System Update Server, Microsoft Deployment Server, Infrastructure Design, Sentinel One Endpoint Security Software, Microsoft Teams, Skype For Business, Power BI, Tableau, Office 365, Power Pivot, PowerShell & etc....

Infrastructure / Platforms:

Microsoft Windows Desktop/Network Operating Systems
Microsoft Active Directory, MS Exchange, SharePoint, OCS (Lync), Remote Desktop Service, Clustered Environment, Unix/Linux, Azure, AWS, Docker, Asible, CI-CD pipelines,
Virtualization (VMware, Microsoft Hyper-V, Citrix Zen Server), RHEL & UNIX, CentOS, Debian, Fedora, Ubuntu, Novell E-Directory and GroupWise Environment.
SAP, Oracle Product Hub, Profisee, IBM InfoSphere, Avante, mSupply, ENVI, MedSupply, SurgiCare Inentory ...

Networking:

TCP/IP, DHCP, DNS, Ethernet Caballing, Installation, LAN Troubleshooting/ Networking issues, Microsoft, Novell, PBX/IP Phone Management, Telecommunications, Switches, Routers and Firewalls, Virtualization, VPN, Wireless.

References:

Rennie Y. Williams
IT Officer
CHEMONICS
16th Street Sinkor
West Africa
Monrovia, Liberia
Cell #: +231-888182707/+231-775231808
Email: renniewilliams8@gmail.com

Carol Doe
Specialist, VAS & Digital Products
Lonestar Cell MTN
Congo Town
Monrovia
Cell #: +231-777638281
Email: doecarol@hotmail.com

Zeze Reed
Deputy Executive Director for Technical Services
National Identification Registry (NIR)
Allison Street, Congo Town
Cell #: +231 886951111/+231-770951111/+231 777951111
Email: zezereed@msn.com