

Mohamed Abdirahman Mahamud

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Portfolio: <https://mohasom.github.io/mcm/index.html>

Personal Profile

Results-driven and self-motivated ICT Service Desk professional with a passion for troubleshooting and resolving technical issues efficiently. Adept at providing structured, user-focused IT support, with hands-on experience in hardware, software, and network troubleshooting. Strong problem-solving skills and a commitment to continuous learning, demonstrated through self-taught expertise equivalent to CompTIA A+ standards. Eager to contribute technical skills and a proactive approach to a dynamic IT team in the Netherlands.

Key Skills

- Technical Support: Proficient in diagnosing and resolving hardware, software, and network issues.
- Operating Systems: Windows, macOS, Linux (basic administration).
- Hardware: Assembly, maintenance, and repair of desktops, laptops, and peripherals.
- Software: Installation, configuration, and troubleshooting of office productivity suites, antivirus, and business applications.
- Networking: Basic understanding of TCP/IP, DNS, DHCP, and troubleshooting connectivity issues.
- Customer Service: Excellent communication and interpersonal skills, with a focus on user satisfaction.
- Self-Learning: Independently acquired technical knowledge equivalent to CompTIA A+ through practical experience and online resources.
- Languages: English (fluent), Dutch (basic/conversational).

Technical Experience

Freelance IT Support Specialist (Uganda, [Year–Year])

- Provided remote and on-site technical support to individuals and small businesses, resolving hardware and software issues.
- Assembled, upgraded, and maintained computer systems, ensuring optimal performance and user satisfaction.
- Installed and configured operating systems, drivers, and software applications.
- Diagnosed and repaired network connectivity problems, including router and modem configuration.
- Created and maintained documentation for troubleshooting steps and user guides.
- Built and managed a personal portfolio website to showcase projects and technical skills: Portfolio Website

Personal Projects & Portfolio

- Portfolio Website: Designed and developed a personal website to display IT projects, troubleshooting guides, and technical articles.
- Home Lab: Set up a home lab environment to practice network configuration, virtualization, and system administration.
- Community Support: Volunteered to assist friends, family, and local community members with IT issues, gaining practical experience in diverse technical scenarios.

Education & Self-Study

Self-Taught IT Professional (Equivalent to CompTIA A+)

- Extensive hands-on experience with PC hardware, operating systems, and networking.
- Completed online courses and tutorials on platforms like Udemy, Coursera, and YouTube.
- Regularly follow IT forums (e.g., Spiceworks, Reddit's r/techsupport) to stay updated on industry trends and best practices.

Additional Information

- Relocation: Recently relocated to the Netherlands, eager to start a career in the Dutch IT sector.

- Work Ethic: Highly adaptable, quick learner, and committed to delivering high-quality support.
- Availability: Immediately available for full-time employment (40 hours/week).

Why I'm a Strong Fit for This Role

- Problem-Solving Mindset: I thrive on challenges and enjoy structured troubleshooting to resolve issues efficiently.
- Practical Experience: My hands-on experience in Uganda and self-directed learning have equipped me with the skills needed to excel in a service desk environment.
- Cultural Adaptability: Comfortable working in diverse teams and eager to integrate into a Dutch work environment.
- Growth Potential: Keen to obtain formal certifications (e.g., CompTIA A+, ITIL) and grow within the company.

References

Available upon request.

Let's Connect!

I would welcome the opportunity to discuss how my skills and enthusiasm can benefit your team. Please feel free to contact me at **Mohamcmsom@gmail.com** or **+31 6 1873 5107**.