**Alhaji S. Jalloh**

216 west 140th Street

New York, New York 10030

Tel: (646) 255-4779 Email: [Sherifjay05@gmail.com](mailto:Sherifjay05@gmail.com) https://www.linkedin.com/in/alhaji-s-jalloh

# Education

* Borough of Manhattan Community College – Associate‘s Degree August 2018 - December 2020

Computer Network Technology

**Certifications:**

* Google Coursera – Operating Systems and You: Becoming a Power User Completed on December 15th, 2021
* Google Coursera – The Bits and Bytes of Computer Networking Completed on August 31th, 2021
* Google Coursera – Google IT Tech Support Fundamentals Completed on July 8th, 2021
* College Of Business and Information Technology – Freetown,SL June 2015 - September 2015

### IC3 Certification

### Summary of Qualifications

* Proficient in Microsoft and Linux (Ubuntu) Operating Systems
* Familiar with basic Programming in Java and Python
* Microsoft Office: Excel, Word, PowerPoint
* Point of sale Software and sales
* Experienced in troubleshooting cell phones, fixing and unlocking passwords and network locks
* Certified in IT Tech Support Fundamentals
* Handle customer issues professionally under stressful conditions

### Work Experience

*1ST Stop Wireless, New York, NY*

**Sales Associate** October, 2015 - Present

* Responsible for merchandise and sales in the store, Guide customers in choosing the right phone and plans that meet their needs, activate/ upgrade phones and internet services
* Activate, upgrade, configure, all android, IOS Iphones, and Tablets from most network carriers
* Assist in overall store operations, including sales, Ria and Moneygram transactions and informing customers on current marketing promotions
* Troubleshooting computers, network connections and controlling both guests and employee access
* Maintaining inventory levels using POS Systems, resolve customer service issues regarding connections, programs, apps, and hardware problems
* File documents and creates monthly reports and responsible for Balancing register at the end of each day

*Allied Universal Security Services New York, NY*

**Front Desk Security and Access Control Officer** August, 2017 - May, 2018

* Responsible for securing all clients and Property within the premises
* Adding or Removing clients employee’s access to the building to ensure only those allowed can gain entry
* Ensuring all front desk computers and security software’s are up-to-date and are working properly including, all surveillance camera monitor within the building
* Using computer programs to verify and check-in guests, direct all visitors to the specific floor to meet our clients
* Regularly monitor all emails from clients, charge and keep all security devices including communication radios and responds immediately to clients requests
* Verifying all third party vendor software and insurance certificates to ensure they are up-to-date
* Creating daily reports for all events and tickets both electronically and manually

# Languages

* English
* French
* Fulani