**Raymond Ssekandi**

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**PERSONAL PROFILE**

A technical minded BSc Computer Science (1st) graduate looking to gain a role within IT. Strong knowledge of numerous technologies, including in networking technologies, TCP/IP configuration and protocols (DHCO, DNS, SSH, HTTP,FTP, etc), knowledge in sharing protocols (SMB and NFS),scripting languages (Python, Bash), good knowledge in network security, installation and managing licenses, additional knowledge in web development technologies, frontend (React, HTML, CSS, JavaScript) and Backend technologies (Node JavaScript, MySQL, SQLite), as well as additional software, including Java, C#. Trusted professional with a dependable reputation for managing complex projects and advising individuals on best course of action. Identifying and solving problems with innovative thinking and with the capacity to deal simultaneously with a number of rapidly changing and competing priorities; now looking to apply excellent transferable skills in order to achieve, excel and evolve in a technical support role.

**TECHNICAL EXPERTISE**

TCP/IP configuration and protocols (DHCO, DNS, SSH, HTTP, FTP, etc), sharing protocols (SMB and NFS), scripting languages (Python, Bash), HTML, CSS5, JavaScript, React, Database Management System, Node backend and API driven development, Slack, Azura Boards, Express, Bootstrap, Git and GitHub, Computer networking, Database management systems, artificial interagency and data management, PHP, Python, Bash.

**TRANSFERABLE EXPERTISE**

**Team Working and Leadership​:** Effectively able to work as part of a team as well as on own initiative. Acknowledged throughout studies for leading and supporting peers during various projects and assignments.

**Project Management:** Complete all projects and assignments on time through planning and organising resources and time; track work to be completed, set personal deadlines and goals.

**Customer Focus:** Demonstrable customer service expertise with many career achievements in this field. Always strives to make the customer key and drives teams to integrate customer service into every aspect of work.

**Organisation: ​**An astute organiser, able to plan workload and prioritise tasks where necessary. Remains calm under pressure, ensuring tasks are completed to deadlines and standards.

**Communication and Interpersonal Skills:** Offers exceptional communication skills and confident in working with peers and management. Skilled in explaining technical information in an easy to understand form, verbally and in writing.

**KEY SKILLS**

|  |  |
| --- | --- |
| * Customer focus * Effective communicator * Technical understanding * Analytical problem solver; decision maker * Adaptable to demanding environments | * Driven by best practice * Project management * Risk management * Building instant rapport * Produce reports |

**EDUCATION & TRAINING**

2017-2019 **Student / Volunteer** - Code Your Future

* Served as lead representative of a coding/developing class, utilised strong communication skills to establish relationships with all members of the class, from a range of cultures and backgrounds
* Developed further professional knowledge by using a range of technology, including HTML, CSS5, JavaScript, React and PostgreSQL

2017 - 2020 **BSc Computer Science (1st)** - University of East London

**Skills developed:**  Java, Networking, and Internet security skills (intermediate)

**Modules completed:** Introduction in Software development using Java, Computer Systems and Networks, Computer Architecture and network infrastructure, Web technologies, Maths and computing

**Additional Activities:**

* Led and worked on a variety of class projects, using multiple of technical skills, tools and software, including HTML, monitored all project deliverables including timing and scope mitigate any risks

2014-2015  **Business computing, Entrepreneurship and Commerce** - Makerere Institute of Business Computing, Kampala, Uganda

**EMPLOYMENT HISTORY**

Nov 2021 - Present **Security Officer** - King's College London

* Provide an efficient and effective Security Service, ensure high standards of security are delivered and maintained at all times
* Effectively monitoring of visitors and employees on site, conducting random searches and assisting to maintain high levels of site security.
* Producing reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorised persons, or unusual occurrences
* Create a safe and comfortable working environment for employees and visitors
* Ensure operational efficiency by accurately reporting any identified maintenance issues, IT or Health and Safety concerns
* Recognised as a strong team player, displaying a “can do” approach and exhibit 'Fit for King's' behaviours at all times
* Provide expert support to colleagues with maintaining a desk log of actions and completing the online Incidents, Handovers, Airs web and Planon reports, including the recording of all incoming emergency telephone calls
* Utilise strong attention to detail, with the ability to learn new systems swiftly by gaining strong knowledge of student programmes, such as Galaga

2018 - 2020 **IT Support Personal and Security officer/Door Supervisor** - Nurline Solutions Ltd

* IT support personal, responsible for managing company computers and workstations, involved installing software and maintaining computer infrastructure.
* Web developing and database management, maintained the company website, installing and assuring updates, maintained the database as we as working duty management system, system responsible for assuring and allocating officers.
* Ensured the security of the premises by regularly patrolling the property, reported any identified incidents
* Demonstrated strong adaptability skills to responding promptly to an emergency and conflict situation
* Utilised strong conflict management sills by intervening physically in a conflict situation on campus
* Completed key tasks, including monitoring security and fire alarms, and occasionally undertake receptionist duties
* Provided the First Aid service across the property
* Developed strong leadership skills by serving as a front line officer; utilised forward planning skills to produce shift reports
* Promoted a culture of high-performance to deliver a best-in class proposition for customer service
* Enhanced skills in fire incident response, worked with fire panels and more knowledge in using fire equipment, such as fire extinguishers

2016 – Nov 2021 **Senior Customer Service Representative** - Rail Gourmet & Partners

* Directly assisted with the success and profit of the business by engaging and serving customers in a friendly and welcoming manner, demonstrated outstanding product knowledge
* First point of contact for all escalated customer complaints and queries, followed up to ensure resolution
* Autonomously recorded sales on a daily basis to support with future forecasting
* Received and processed orders, exhibited strong technical skills to identify emails containing customer orders

2015 - 2016 **House Team Member / Junior Supervisor** - Action Centre UK / Pioneer Centre

* Developed and managed a high performing team, continuously raised the bar and managed performance using best performance tools
* Supported with the onboarding of new members of the team by facilitating training, ensured all processes were understood
* Ensured that all areas were clean and tidy whilst executing the businesses Health and Safety policies

**Additional Employment History**

2011 - 2014 **Assembler / Technician** - Spectrum Furniture, Kampala Uganda