AREAS OF EXPERTISE

*LAN/WAN networks*

*Switches and firewalls*

*VMware Workstation*

*Windows Server (2003,2008)*

*1st/2nd/3rd line support*

*Cisco Switch*

*Security and Antivirus Products*

*Linux Variants*

*Handle held Devices*

*Physical & Perimeter Security*

*Product sales*

*Security*

*Sales*

PROFESSIONAL

*First Aid Certificate*

*Resource management*

*Operations Management*

*Customer Care*

*Sales*

*Security Awareness*

*Fire*

PERSONAL SKILLS

*Advanced Troubleshooting*

*Proactive*

*Sales*

*Security*

*Critical thinking*

*Conflict Resolution*

*Client Relations*



Contact HR Consultant for CV No: 342466

E-mail: response@gulfjobseekers.com

Website: <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>

Operations Management, IT Support, Sales & Security.

PERSONAL SUMMARY

A multi-skilled sales, operations management and IT support analyst with in-depth knowledge of architecting, installing and configuring computing systems and servicing respective products and services. Experienced in providing client focused solutions; analysing and resolving IT hardware, software and service problems in a timely and accurate fashion. Trained to maintain a high degree of customer service for all support queries and possessing strong analytical and documentation skills.

Now looking for a new and challenging IT support analyst, sales and operations management positions, one which will make best use of my existing skills and experience and also further my personal and professional development.

WORK EXPERIENCE

**IT Manager**

*Terrain Services Limited – Juba Accommodation Nov 2009 – Present*

* Effectively planning and executing all IT related projects.
* Ensuring all IT systems, infrastructures, server, networks and securities are running to an efficient level.
* Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines
* Delegating work to and supervising the activities of junior staff for the construction related duties.
* Installing and managing and monitoring CCTV camera systems onsite and contracted project sites.
* Liasing with security Service providers on all security matters.
* Install pay per view and satellite TV systems and related components.
* Manage pay per view and satellite TV accounts
* In charge of in-house training for emergencies, fires and security drills.
* Implement and maintain essential security setups.
* Recommending and implementing technological improvements and efficiencies.
* Provides preventative maintenance, troubleshooting, and quickly resolves moderately complex problems to ensure user satisfaction.

**Assistant IT Manager – Data Encoder**

*Dynapharm International Limited Oct 2009 – Nov 2009*

In charge of the MIS(Management Information Systems) daily activities, data entry and SQL Database operations

* Provided 1st and 2nd desktop support for network users and roaming administrators.
* Effectively distributed data entry workload from branches countrywide.
* Assisted in sales promotions and entered daily sales data into the database.
* Verified data integrity a daily basis.
* Trained new data entrant staff.
* Identify and test new software and hardware and integrate them into existing IT infrastructure when required.
* Assisted in administrating and maintenance of the country branch networks. Quickly arrange repair for hardware in occasion of hardware failure and installing appropriate computer software.
* Performed maintenance and administration of workstations.
* Trained staff on desktop applications and database usage.
* Software database bug tester to improve data capture and preventing incorrect data entries.

 **Technical Support, Sales and Aftersales Support Technician**

Comnet Systems Feb 2009 – April 2009

Responsible for sales and after sales support, including service quality assurance to our clients and customers.

* Sales lead, IT service(s) outsourcing, software and hardware.
* Responsible for providing quality, cost effective and expeditious support to procurement.
* Resolve discrepancies between purchase orders and receipt documents and invoices.
* Managed several aspects of network projects including network planning, design, testing, documentation, deployment and maintenance of Windows, Linux and Mac OSX based systems.
* Responsible for installation, maintenance, support and technical training for all network and purchased devices.
* Responsible for sourcing hardware and software, provide desktop and technical support and consultancy.
* Maintain contacts with vendors/suppliers to ensure proper adherence to the terms and conditions outlined in purchase order terms and conditions.
* Educating customers on new technologies and recommending relevant hardware and software updates.

**On Call Technical Support**

*Bimco Consult Limited, Oct 2007 - Nov 2009*

* Responsible for installation, support, maintenance and training for all network and system components.
* Source hardware and software in line with requisitioned items.
* Provide desktop and field technical support and consultancy to roaming and on-site staff.
* Ensure all field equipment is functioning optimally, laptops, imaging and GPS peripherals
* Ensure field equipment inventory is always up to date.

**Commission Agent (Ongoing)**

* UG Hustle Free 2012 to-date (Global online sourcing and shopping for Ugandans)
* Online Currency Exchanger (Paypal, Payoneer, Skrill, Payza, Perfect Money)
* Continental Insurance, South Sudan 2015 - 2016(Insurance)
* Castol Networks (VSat internet and Data-Centre Storage )

Key competencies and skills

**Managerial**

* Ability to identify, understand and give priority to urgent issues.
* Able to develop, coordinate, delegate and plan work activities.
* Able to work on cross-divisional projects.
* Experience of recruiting and training new staff.
* Dealing calmly and professionally with challenging situations.
* Planning each stage of an IT project in detail, and investigating its feasibility

and effect to a business.

* Cost control
* Forward planning

**IT**

* Able to identify cost-effective technical solutions that meet business needs.
* Excellent analytical, data manipulation and interrogation skills.
* Ensuring that all IT changes are managed to ensure minimal downtime and risk of any inconvenience.
* Developing and maintaining the infrastructure and IT systems.
* Negotiating IT service contracts with partners and suppliers.
* Managing and promoting services through the use of social media and Search Engine Optimisation.

Academic qualifications

BSc in Information Technology - **Bradenton, Florida, USA 2009 – 2012**

**(Online Academy)**

Diploma in Operations Management - Alison Graduate Institute, 2014

**(Online Academy**

Diploma in Project Management - Alison Graduate Institute, 2011, Awaiting transcripts.

**(Online Academy)**

Certificates of Training/Completion/Achievement

Certificate in Customer Service – Saylor Academy, 2015(Online)

Certificate in DATA-Centre, Energy University By Schneider Electric, 2015(Online)

Cambridge Certified WAN Associate (CCWA) – CIU Testing, 2009(Online)

Cambridge Certified Hardware Associate (CCHA) – CIU Testing, 2009(Online)

Cambridge Certified Security Associate (CCSA) – CIU Testing, 2009(Online)

Cambridge Certified Linux Associate (CCLA) – CIU Testing, 2009(Online)

Cisco Certified Network Associate (CCNA) Pass – Makerere University, 2007 - 2008

Oracle 10G Database Administration – Makerere University, 2007

independent course work

Information security and Risk Management in Context – Washington University, 2014

### Ethical Hacking - Understanding Ethical Hacking, [Cybrary -](https://www.cybrary.it/)IT

Windows Server cybrary, CBT-Nuggets, VTC-Training, YOUTUBE

Computer Forensics, OpenSource Technologies

VMware Workstation

ITIL

Sustainable Development Practices.

Business Administration MasterClass.