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| **ABDIFATAH HUSSEIN SALAH** |  | **EXPERIENCE****Sr. IT Manager** 05/2017 - Present, USAID’s Transition Initiative for Stabilization Plus (TIS +) at AECOM, Nairobi, Kenya**Key Contributions:*** Asses infrastructure and application communication channels internally and externally
* Ensure escalated service requests & SLA’s are handled in a timely manner.
* Ensure patches are installed and verified on all systems in accordance with the service
* Provide end-user communication for service outages, system upgrades, service improvements, service implementation, and service retirements.
* Develop standards for workstations, mobile devices, printers, and other devices routinely.
* Identify areas for process improvements.
* Drive continuous improvement for ITSM (IT Service Management).

**Sr. IT Specialist,** 06/2016 - 07/2017, International Committee of the Red Cross - ICRC, Nairobi, Kenya & Somalia**Key Contributions:*** Designed, implement and manage global network architecture (LAN/WAN, connectivity, etc.)
* Assisted with creation of policies and procedure.
* Ensured network security through appropriate controls, policies, and deployment of systems; perform regular audits.
* Monitored network resources 24/7 via centralized apps to pre-empt or respond to outages.
* Recommend, specify and manage the implementation of network equipment and applications.
* Applied expertise in optimizing network performance to address connectivity needs under challenging circumstances.
* Provided network documentation and training to organization and IT department.
* Developed and maintain strong working relationships with ICRC department/office managers, IT contractors and key vendors.

**IT Manager** 01/2013 - 06/2016, , USAID’s Transition Initiative for Stabilization at DAI, Nairobi, Kenya & Somalia**Key Contributions:*** Managed server backup process and perform data restores as requested
* Configured and install SonicWall firewall.
* Managed end to end IT infrastructure (Servers, Networks, Voice, Desktops, Laptops)
* Helped diagnose and fix issues raised by IT officer in the field
* Ensured network security through appropriate controls, policies, and deployment of systems; perform regular audits
* Performed other tasks as requested by the chief of Part and deputy Chief of party.
* Monitored network resources daily via centralized apps to pre-empt or respond to outages
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| IT ManagerAddress: Kaunda Street, 999999, Nairobi, Nationality: KenyanEmail address: hello@kickresume.comPhone number: 999-999-9999 |  |
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| **OBJECTIVE**A dynamic Sr.IT Specialist. Holding a BSc. in IT, MCSE, MCSA, CCNA, CEH, ITIL and Sophos Certified Engineer. With more than 8 years of hands on extensive experience with IT Infrastructure technologies and Information Security implementation and operation across private and public Sectors. I'm always looking for new ventures where I can apply my expertise, learn and evolve**EDUCATION****Bachelor Of Science in Information Technology**09/2013 - 11/2015BSCIT, Jomo Kenyatta University of Agriculture and Technology, Nairobi, Kenya**Diploma in Information Technology**01/2009 - 07/2011,DIT, Jomo Kenyatta University of Agriculture and Technology, Nairobi, Kenya**LANGUAGES*** English
* Swahili
* Somali
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