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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 |
| IT Manager  Address: Kaunda Street, 999999, Nairobi,  Nationality: Kenyan  Email address: hello@kickresume.com  Phone 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 - 11/2015  BSCIT, 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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