

Adili Njama

Sharjah

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Personal Details

Birth Date: 1989-09-04

Eligible to work in {country}: Yes

Industry: IT Operations & Helpdesk, Information Design & Documentation, Installation & Maintenance

Work Experience

IT Helpdesk

SGS Kenya Limited - Mombasa

May 2014 to December 2020

- Manage all aspects of IT at SGS Kenya Limited
- Build, configure and deploy Windows XP & Windows 7, 10 Desktops/laptops
- Assist students and staff and members with computer issues
- Facilitate a weekly IT seminar for user training
- Setup complete connectivity to corporate network for remote locations. Created VPN tunnels to off-site locations.
- Documentation for new the members on how to use technical resources
- WordPress website management
- Provide Tier 1, support to the staff
- Mobile device (iPhone & Samsung) connectivity & support
- Troubleshoot, manage, install, and image desktops and phones within the customer environment
- Manage and maintain images related to desktop software and ensure that current versions are in place.
- Work closely with Corporate IT to provide seamless service and communication to faculty, student and staff.
- Utilize ticketing system (Spiceworks , Service-now) to effectively manage and respond to failures, requests and escalations, Actively monitor systems to identify, troubleshoot and resolve errors and failures related to the desktop environment and assist the Windows team with server relates issues as directed.

IT Support Intern

Kenya Pipeline Company Limited - Mombasa

April 2012 to July 2012

- Initiate incident tickets, follow escalation protocol, and work issues to resolve
- Conducting initial support, classification, and prioritization activities.
- Follow crisis management procedures for high impact issues based on the Business Unit Impact Protocol
- Provide constant follow-up and communications for closure of daily incidents to impact the customer.
- Monitor the status and progress toward resolution of all open incidents.

- Route requests to other Support Groups when required.
- Contributing to, evolution of role and responsibilities
- Communicate effectively on the phone, and in-person.
- Produce clear and concise written communications, for incident management.
- Keeping IT Director informed of progress in solving problems when appropriate.
- Monitor all systems for any Tier 1 or Tier 2 related problems.
- Train Tier 1 Staff on different technologies.
- Occasionally, create end-user documentation, to facilitate the seamless introduction of new technology & applications
- Educating and training existing customers on new applications or infrastructure that is being rolled out.

Education

Bachelor's in Business Information Technology

Jomo Kenyatta University of Agriculture and Technology - Nairobi

May 2010 to November 2013

High school or equivalent in Kenya Certificate of Secondary Education

Thika High School - Thika

February 2006 to November 2009

Primary in Kenya Certificate of Primary Education

Vingujini Primary School - Kwale

January 1998 to December 2005

Skills

- Operating systems Windows 10, Vista (32-bit /64-bit); Windows 7/8 (32-bit/64-bit), Linux distribution's (Ubuntu), Windows Servers
- Networking. LAN, WAN, WI-FI, TCP/IP, VPN, DHCP, DNS
- Patch Management. Desktop Central, Comodo One
- Security & vulnerability scanners. Windows Firewall, Symantec Antivirus
- Remote/Shadowing. Zoom, VPN, SCCM
- Ticketing Systems. Spicework
- Desktop App. Microsoft Word, Excel, Outlook, PowerPoint
- Software Inventory and Administration. Spiceworks, Office 365

Languages

- English - Fluent
- Swahili - Fluent

Certifications and Licenses

Excel Skills for Business Essentials, 2020

May 2020 to Present

Google Technical Support Fundamentals, 2020

June 2020 to Present