

<div>Said Haji Mohamed.</div> <div>Cloud Solutions Engineer.</div> <div>Contact</div> <div>Address</div> <div>Mombasa. , Kenya 84474-8010</div> <div>Phone</div> <div>0746164285, 07537607</div> <div>E-mail</div> <div>saidhajimohamed@gmail.com</div> <div>Skills</div> <div>Cloud Security</div> <div>Operations support</div> <div>Scripting and Automation</div> <div>Problem-solving</div> <div>Analytics</div> <div>Outstanding communication skills</div> <div>Compliance and Governance</div> <div>Database Management</div> <div>Strategic planning and analysis</div> <div>Client Relationships</div> <div>Python, JavaScript, and PHP programming.</div> <div>Microsoft Azure, AWS cloud support</div>	<div>PROFILE SUMMARY:</div> <div>Dynamic and driven Computer Science graduate specializing in cloud computing, cybersecurity, and networking, holding a second-class honors degree. Possessing over 2 years of experience in IT Support and Cloud Computing. Proficient in leveraging leading cloud platforms such as AWS and Microsoft Azure to architect, deploy, and optimize scalable solutions. Skilled in implementing robust cybersecurity measures to safeguard digital assets and mitigate risks. Adept in designing and maintaining network infrastructures to ensure seamless connectivity and optimal performance. I aim to become a Computer Science specialist, leveraging my expertise in cloud computing, cybersecurity, and networking to drive innovation and address complex technological challenges. I am committed to continuous learning and professional development to stay at the forefront of emerging technologies and contribute meaningfully to the advancement of the field.</div>	
	<div>Work History</div> <div>2023-02 – 2023-12</div> <div>IT Support Assistant/AO Technology, Nairobi.</div> <ul style="list-style-type: none"> Oversaw network performance, making changes to boost overall efficiency and power. Implemented WAN and LAN designs in multi-datacenter configurations. Protected the forensic value of data and established monitoring incident reporting and response procedures. Analyzed and produced recommendations on continuous network improvements. Provided detailed information on hardware and software products so that appropriate stakeholders could make suitable purchasing decisions. Administered and prepared programs for IP addresses, developed network resources, and trained support personnel to provide Tier I support to end users. Provided firewall and VPN management, security, and incident response. Designed, deployed, and managed scalable and highly available AWS cloud infrastructure. Successfully provided and configured virtual servers, storage, and networking components. Implemented and managed AWS services like EC2, S3, VPC, RDS, and IAM. Monitored and optimized cloud infrastructure for performance, security, and cost efficiency Supported data center power and cooling infrastructure and consistently applied critical facility operational best practices. Identified means to reduce and control expenses by conducting cost, schedule, and contract performance analysis and improving resource allocation. Developed and wrote recommendations for departmental policies, procedures, technical standards, and guidelines. <div>2021-11 – 2022-11</div> <div>IT Field Support Technician/Presidential Digital Talent Program Ministry of Labor, Nairobi.</div> <ul style="list-style-type: none"> Played a key role in setting up and maintaining network connectivity, including LAN and WAN configurations. Collaborated with network administrators to ensure seamless data and 	

communication flow.

- Conducted user training sessions and workshops to enhance end-user understanding of IT systems, software applications, and security best practices.
- Empowered users to effectively utilize technology resources.
- Responded promptly to critical IT incidents, collaborating with cross-functional teams to resolve emergencies and minimize service disruptions.
- Contributed to a 2% reduction in response time during critical incidents.
- Delivered prompt and effective technical assistance to end-users, addressing inquiries related to software functionality, network connectivity, and system performance.
- Maintained a 1 +% positive feedback rating in customer satisfaction surveys.

2022-07 – **Deputy Presiding Officer/Independent Electoral and Boundaries Commission.**

- 2022-08
- Effectively resolved any issues or challenges that arose during the voting process, such as malfunctioning electronic voting equipment, voter identification concerns, and procedural inquiries.
 - Collaborated with team members to swiftly address and resolve issues.
 - Conducted training on the polling, counting, and tallying process for the clerks.
 - Collected and ensured the security of all election materials for the General election.
 - Oversaw efficient and effective management of the election before, during, and after the election.
 - Ensured the good conduct of elections in the polling station or tallying center as assigned.
 - Assisted in the accurate counting and collation of ballots, ensuring that the results were accurately recorded and transmitted to higher authorities.
 - Maintained meticulous records of votes cast and reconciled any discrepancies.

2022-04 – **Data Entrant/Kenya National Examination Council.**

- 2022-05
- Participated in team projects, demonstrating an ability to work collaboratively and effectively.
 - Demonstrated strong organizational and time management skills while managing multiple projects.
 - Demonstrated a high level of initiative and creativity while tackling difficult tasks.
 - Used strong analytical and problem-solving skills to develop effective solutions for challenging situations.
 - Strengthened communication skills through regular interactions with others.
 - Managed workflow scheduling, data entry, and accuracy verification for large data projects.
 - Corrected data entry errors to prevent later issues such as duplication or data degradation.
 - Scanned documents and saved them in the database to keep records of essential organizational information.
 - Identified data entry errors and reported to necessary departments.

- Compiled data and reviewed information for accuracy before input.
- Maintained files, records, and chronologies of entry activities.
- Compiled and verified accuracy and sorting information to prepare source data for computer entry.
- Searched, extracted, and interpreted information to determine the correct input procedure.
- Built and maintained tracking databases for a variety of measuring aspects.
- Organized, sorted, and checked input data against original documents.
- Followed established procedures to enter and process data correctly.
- Collated and organized data entry documents into filing systems for easy access.
- Verified the accuracy of data entered into the system to produce error-free reports.
- Resolved discrepancies in data entry activities for accurate, complete jobs.

Education:

2017-2021- Bachelor of Science in Computer Science; Second Class Honors Upper Division -RIARA UNIVERSITY

2016-2013- Kenya Certificate of Secondary Education; B-(MINUS) -WAMY HIGH SCHOOL.

2012-2005; Kenya Certificate of Primary Education- VISA OSHWAL PRIMARY SCHOOL.

Additional Experience:

February 2020-April 2020 IT Support technician Kenya Wildlife Service End User support.

Professional Training:

NSE 1 Network Security Associate.

NSE 2 Network Security Associate.

IT Security: Defense against the digital dark arts. (Google Coursera).

Oracle Certified Foundations Associate.

Certified Python Programmer (Zalego Academy).

Networking Essentials (Cisco Netacad Academy).

Currently studying for Cisco Certified Network Associate Training (CCNA Routing and Switching) certification.

Professional Courses:

- Basic Digital skills training- Sponsored by Google.
- Recent trends in Computer Science- IBM Research Africa.
- Introduction to Cybersecurity- Cisco Netacad Academy.
- Create Hidden Websites Using TOR for Beginners- EH Academy.

Referees:

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