

AREAS OF EXPERTISE

*System administration Project management Server Configuration Technical support*

*Network Services Support and Management*

*VMWare Technologies Virtualisation*

*Security products*

*VOIP*

*Linux & open Source*

H&S QIT

*Diploma Advance*

PERSONAL SKILLS

*Technically minded Pro-active Analytical*

PERSONAL DETAILS

*Alhagie Jallow*

*University of The Gambia*

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*DOB: 07/07/1987*

*Driving license: Yes Nationality: Gambia*

Alhagie Jallow

Systems administrator

PERSONAL SUMMARY

A highly competent and organised systems administrator with experience of software procurement, installation, administration & compatibility. Possessing a proven ability to assist with the day-to-day running of an IT department and its business IT systems. Extensive knowledge of monitoring and controlling data security within guidelines to ensure compliance and report on possible improvements. Well mannered, articulate and able to act as point of contact for colleagues and external clients. CEO and Founder of an IT company named SUNA Institute of Science and Technology from September 2013 to date. (www.suna.edu.gm)

Looking for a suitable systems administrator position with an exciting, innovative and ambitious company that offers room for progression.

# WORK EXPERIENCE

## University Of The Gambia – The Gambia

SYSTEMS ADMINISTRATOR June 2014 - Present

Acting as technical lead to identify and implement solutions to problems affecting IT services. Providing 1st/ 2nd Line and some 3rd Line support over the telephone, remotely and face to face to clients & internal staff members.

## Duties:

Installation and maintenance of all systems within a client’s digital environment. Producing documentation on operational, system and user procedures & guidelines. Building, configuration and troubleshooting of server and desktop hardware.



Providing advice on selection and purchase of IT equipment. Maintaining maximum availability of supported services for users. Obtaining quotes for supply of goods and services from suppliers. Designing, implementing and managing Active Directory.

Monitoring the progress of third-party maintenance contract suppliers. Ensuring that support calls are logged and handled effectively and efficiently. Responsible for disaster recovery, closing security loopholes and access levels. Ensure adequate antivirus protection & solutions are maintained and updated.

Identify and recommending improvements for E-mail applications & Web-page development.

KEY SKILLS AND COMPETENCIES

Experience of working with some 3rd line projects.



Knowledge & understanding of backup technologies & disaster recovery methods. Experience of using System Administration tools such as HTML, J AVA.

Good understanding of: Server Hardware Technology, UNIX, SQL, LANs, WANs. Experience of: VMWare, Windows 2003, Active Directory Group Policies, TCP/IP,

DNS.

# ACADEMIC QUALIFICATIONS

Master (MSc) Computer Science

***Universite gaston berger de saint-Louis 2015 - 2017***

BSc Information Technology

## University of the Gambia 2009 - 2013

## Erasmus+ exchange student at Vilnius University Lithuania 2018

A levels: Maths (A) English (B) Technology (B) Science (C)

## Glory Baptist High School 2006 - 2009

## REFERENCES – Available on request