

[MAHAMUD ABDIKADIR]

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Entry-level IT Support professional with CompTIA A+ and Google IT Support Professional Certificate. Skilled in troubleshooting hardware and software issues, installing operating systems, and supporting users. Eager to start a career in IT and contribute to a professional support team.

WORK & RELEVANT EXPERIENCE

[IT Technion]

[Garowe.somali]

[kamas tech]

April-2025 started / Jan- 2026

- Installed and configured Windows operating systems
- Troubleshot hardware and software issues]

[ITsupport]

[Garowe-somali]

[Self-Practice]

Jan /2025 started - now

- Installed and configured Windows operating systems
- Troubleshot hardware and software issues
- Provided technical support to friends and community
- Set up basic networks and routers

EDUCATION

Google IT Support Professional Certificate

Successfully completed the Google IT Support Professional Certificate, gaining strong skills in troubleshooting, customer service, networking, operating systems, system administration, and security through hands-on labs.

IT Support Certificate at Hurbad Institute of Technology, an online academy offering IT education. Gained strong knowledge aligned with CompTIA A+ standards, including troubleshooting hardware/software, installing operating systems, and supporting users. During the program, I conducted multiple hands-on labs and practical exercises within my community, successfully resolving technical issues and building real-world experience

TECHNICAL & BUSINESS PROFICIENCIES

Technical: Windows 7, 10, 11 Hardware. troubleshooting. Networking basics (IP, DNS, DHCP) Command Line (CMD). Basic cybersecurity

Business: [Customer service Communication skills. Problem solving. Teamwork]

PROJECTS

IT Support [Home IT lab]

Jun. 2025---

- Installed Windows and Linux systems
- Practiced troubleshooting real-world issues
- Configured basic networking

ADDITIONAL SKILLS

- Time management
- Basic English communication