

ABDISHAKOUR JAMA ABDILAH

IT & DIGITAL OPERATIONS LEADER | WEB DEVELOPMENT & DESIGN

📍 Hargeisa, Somaliland

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PROFFESIONAL PROFILE

IT and Digital Technology professional with experience in IT infrastructure, web development, digital design, technical operations, and project management. Currently serving as Deputy Director of IT at the Ministry of Civil Aviation and Airports Development, overseeing core IT infrastructure, systems, technical operations, and IT teams.

Experienced in HTML, CSS, JavaScript, PHP, MySQL, IT support, and digital solutions, with additional leadership experience from two national election cycles, supervising IT and field teams across multiple regions.

Currently completing a Master's in Project Planning and Management, combining technical expertise with strong capabilities in leadership, project coordination, operations, and organizational management.

CORE SKILLS

Technical & Design

- Web: HTML, JavaScript, CSS, PHP, MySQL
- Databases: SQL Server, MS Access
- Graphic design & multimedia (photoshop, canva /video editing)
- MS Office (advanced Excel), data analysis with SPSS

Operational & Leadership

- Team leadership, training and mentoring
- Field operations, logistics & warehouse oversight
- Report writing and data management
- Adaptable, works well across diverse teams
- Problem Solving Skills

WORK EXPERIENCE

1. Deputy Director of ICT

Present

Ministry of Civil Aviation and Airports Development

Lead the ministry's ICT function — systems, infrastructure and digital services supporting civil aviation and airport operations — and the technical staff who run them.

2. IT Officer — SISINGO Organization

Present

Maintained the organisation's IT systems and hardware and supported staff day to day.

3. IT & Pollwatching Operations — Waddani National Party — Massala, District/Regional Coordination Office

Nov 2024

- Managed IT infrastructure supporting polling operations and real-time voter turnout and incident reporting
- Supervised a call centre coordinating pollwatching teams with regional offices; handled election data entry and record-keeping
- Delivered technical training and troubleshooting support to field staff during critical election phases

4. Digital Consultant — Transco Holding Somaliland

May 2023 – Dec 2023

- Advised on digital operations and marketing for the organisation

5. Graphic Designer & Web Developer — Renewable Energy Hub Co. (REHUBCO)

From Oct 2022

- Designed visual assets and developed web functionality, balancing aesthetics with usability and performance

6. Designer (Remote) — Rift Valley Express

Feb 2022 – Jul 2022

- Produced design work remotely for the company

7. Lecturer — Alpha University, Borama Somaliland

Feb 2022

- Taught multimedia and e-commerce to undergraduate students; handled attendance reporting, exam invigilation and results entry into the university database.

- Compiled attendance reports, worked as exam invigilator, and entered results into the university database
- 8. Multimedia Teacher** — BET College Dec 2021 – Jan 2022
- Taught incoming college students photo editing and video editing
- 9. IT Intern** — Shaqodoon Organisation — Awdal Governor's Office 2021
- Provided software and hardware troubleshooting support
- 10. Internet Technician / Data Entry** — SO Gasho (SO) 2021
- Surveyed and logged internet users by type; maintained hardware equipment
- 11. Supervisor / HR Assistant** — Somaliland National Electoral Commission (SLNEC) Oct 2020 – May 2021
- Responsible for polling stations and registration centres across 6 regions, including new-voter registration, card replacement and distribution
 - Managed the SLNEC warehouse in Burao and oversaw a regional voting office
 - Progressed across six regional deployments from IT Operator to Supervisor and VRC Chairman, including trainings on polling, card distribution and voting procedures
- 12. Sales Representative** — Telesom Company — Xariirad Branch 2019
- Distributed SIM cards and introduced customers to the Zaad mobile-money service

EDUCATION

- MA, Project Planning and Management** — Jig-Jiga University, Jigjiga, Ethiopia Nov 2022 – Jul 2024
- Coursework: econometrics, project quality and change management, project schedule and cost estimation, monitoring and evaluation
- BA, Business Information Technology** — Amoud University, Borama, Somaliland Sept 2018 – Sept 2022
- Coursework: IT fundamentals, operating systems, Java programming, IT project management, databases, financial accounting, networking, multimedia design
- Secondary School** — Al-Nour Secondary School 2014 – 2018
- Somaliland National Examination and Certification Board (SLNECB) — Grade B-
- Primary School** — Al-Nour Primary School 2007 – 2014
- Somaliland Certificate of Primary Education (SCPE) — Grade B+

PROFESSIONAL QUALIFICATIONS

Institution	Qualification	Year
British Institute of Language	Certificate in English Language	2010
Borama Essential Training	Diploma in IT	2018
Alpha University	Certificate in Graphics Design	2020
Borama Innovation Hub	IT Troubleshooting	2021
Somaliland National Electoral Commission	Certificate of Recognition	2021
Rotana Café and Restaurant	Digital Marketing	2023
Somaliland Innovation Zone	CCTV & Fingerprint Scanner (short course)	2020
Waddani National Party	Pollwatching Operations & IT Field Training	2024

ACHIEVEMENTS & AWARDS

- Certificate of Appreciation — Ministry of Civil Aviation and Airports Development, for outstanding professionalism, dedication and contribution to the institution
- Merit Scholarship, top student in faculty for one semester and top 3-semester GPA (4.0) — Amoud University, BBIT (2019–2021)
- Certificate of Outstanding Contribution, 20th & 21st Graduation Ceremonies — Amoud University (2021 & 2022)
- Certificate of Appreciation, Faculty of Computing & ICT Open Day and Pre-Graduation Event — Amoud University (2022)
- Class Representative (2 years) and Student Union member — Amoud University, Faculty of Computing and ICT (2019–2022)
- Designed ID cards and graduation seat numbers for the 20th & 21st Batch Graduation Ceremonies — Amoud University
- Board member and Class Cashier — Al-Nour Secondary School (2014–2018)

LANGUAGES

- Somali — Native (Excellent reading & writing)
- English — Excellent (speaking, reading & writing)
- Arabic — Good speaking; excellent reading & writing

REFEREES

1. Khaalid Abdirahman Hussein

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2. Abdirashid Abdi Jama

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