

# **CURRICULUM VITAE**

## **PERSONAL DETAILS:**

Name :	Issack A. Hassan
Date of Birth :	5 <sup>th</sup> June 1972
Marital Status:	Married
Nationality:	Kenyan
Language:	English, Kiswahili, Borana, Somali, Arabic (Fluent in both written and spoken)
Religion:	Islam
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## **PERSONAL PROFILE:**

- I am highly disciplined, hardworking, swift in acquisition of new knowledge and skills and ready to work in a highly competitive environment.

## **CAREER PROFILE:**

- A highly qualified and accomplished Telecommunications Engineer with over 13 years of quality experience acquired through various challenging positions in a competitive and market leader with a leading telecommunications company in the provision of ICT. Also worked at the University of Nairobi for almost 7 years in the same field.
- A result oriented and resourceful team player and a leader who adheres to high levels of professionalism and quality workmanship.

## **ACADEMIC QUALIFICATION:**

- 2012: Kenya Polytechnic University College (Technical University of Kenya)
- Bachelor of Philosophy in Electrical and Electronics Engineering Technology.
- 2005: Sipet College
- Diploma in Business management Part I(Examined by Kenya Institute of Management)
- 2004: Mombasa Polytechnic University College
- Higher National Diploma
- 1998: Kenya College of Communication and Technology (now Multi-media University)
- Diploma in Tech. Communication (Part I, II and III KNEC)
- 1996: Kenya College of Communication and Technology (KCCT)
- Transmission and Radio
- 1987-1990: Sheikh Ali High School (KSCE)
- 1979-1986: Elwak DEB Primary School (KCPE)

## **PROFESSIONAL QUALIFICATIONS:**

- 2008: Fast Lane Dubai
- Implementing Cisco Unified Call Manager Part I
- 2007: - Implementing Cisco Quality of Service
- 2005: Kenya College of Communication Technology (KCCT)
- Wireless Local Loop CDMA Systems
  - Data Communication
- 1999: Kenya College of Communication Technology (KCCT)
- Certificate of Performance in Satellite Communications

## **WORK EXPERIENCE:**

- Sept. 2011 – to date:** University of Nairobi  
- Ag. Telephone Officer
- May 2006 – Aug. 2011** - Assistant Telephone Officer

### **Duties**

- Heads the operations unit of the Telephone Section
- Management of all daily exchange/switchboard operations
- Supervision of all telephone operations at various university exchanges
- Monitors and keeps status report of all PABX machines in various campuses
- Training users and operators on new products and services
- Control of staff registers checking the signing in on a daily basis and making a weekly report to the Telephone Officer.
- Ensure proper work gear is provided to staff under me
- Identify and provide necessary training to the staff under my supervision to enable them improve on their performance
- Advise the relevant authorities on the new technological changes beneficial to the university.

- 2004-2006:** Telkom Kenya Limited  
- Assistant Sectional Engineer

### **Duties**

- Performing responsibilities of providing advanced support for telecommunication systems including problem determination and resolution necessary.
- Handle the task of providing telecommunication design and support services to financial institutions.
- Play a lead role in handling telecommunication projects
- Handle responsibilities of identifying and troubleshooting equipment failures
- Perform the tasks of providing technical support on usage of phone equipments

- Coordinate the daily activities of phone operators
- Scrutinize call detail reports and formulate telecommunications system
- Supervision, maintenance and installation of telecommunication systems

**Key Achievements:**

- Provided quality leadership to my team in the successful attainment of work objectives
- Effectively acted as a link/ interface between the management team and lower cadre employees through promoting harmonious industrial relations

**1997 – 2001:**

Telkom Kenya Ltd.

- Senior Technician

**Duties:**

- Handling installation and maintenance of telecommunication systems
- Regularly met strict work deadlines and deliver quality work as per expectations
- Always kept my seniors well briefed on issues, thereby winning their confidence and complements.
- Acquired substantial hands on experience on the installation and maintenance of various telecommunication equipments and systems.

**Skills:**

- Extensive knowledge of telecommunication systems and operations
- Comprehensive knowledge of data communications and network protocol such as internet protocol (IP) and their implementation
- Possess excellent customer service skills
- Ability to work a dynamic and demanding environment
- Good problem solver and have the ability to prioritize and make timely decisions

### **AWARDS/HONOURS AND RECOGNITIONS:**

2010/2011:	University of Nairobi	
	Staff Appraisal	<b>Exceeds Expectations</b>
2009/2010	Staff Appraisal	<b>Exceeds Expectations</b>
2008/2009	Staff Appraisal	<b>Exceeds Expectations</b>
2007/2008	Staff Appraisal	<b>Exceeds Expectations</b>
2002:	Safaricom Kenya Limited	
	- Certificate of Academic Excellence	

### **MEMBERSHIP:**

Kenya Engineers Registration Board

- Graduate Technician Engineer.

### **REFEREES:**

1. Ibrahim Otieno,  
Director – ICTC,  
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