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| James  Mwaura | |  |  | | --- | --- | |  |  | | +254758686856 |  | | Jamesmwaura898@gmail.com |  | | www.linkedin.com/in/ |  | |

I am a confident adaptable Individual in Information Technology niche, with practical hands-on computer maintenance, servicing, troubleshooting, and experience in user support & system installation and configuration. Resourceful and proactive, I combine effective communication skills with detailed technical knowledge to identify &troubleshooting IT issues and deliver a satisfactory outcome for the company whilst working alone or with a larger team. I am currently seeking an opportunity to further my career within the IT sector or any relevant sector. communication skills, high quality of work, driven and highly self-motivated.

# Experience

#### Attache • Kenya National Bureau of Statistics • Sept 1st – Dec 10-2022

❖ Email support, setting up new user accounts and profiles & updating email signatures.

❖ Installation, configuration, and maintaining computer system.

❖ Proactively assist in backup &amp; recovery operations by assisting in

maintaining &amp; monitoring backup equipment and data.

❖ Establishing a good working relationship with clients and other

professionals, such as software developers.

❖ Social Media Management.

#### cyber shop assistant • bluink • 30/JAN/2023 – 20/MAR/2023

 Improved in computer skills, management and social skills within the period I

was employed.

 Established a good relationship with my clients and workmates for

efficient and smooth working conditions.

 Knowledge of what is needed in terms of being employed and managing or

resources on a regular basis.

 Improved my leadership skills as i was assigned to guide employees on what

is needed of them by the employer.

#### FREELANCE PHOTOGRAPHER • FREELANCING • 01/JAN/2019– PRESENT

❖ Improved equipment maintenance and safety standards by 10%, hence

resulting in a reduction in maintenance costs.

❖ In-depth knowledge of editing and working with advanced photography

tools and equipment.

❖ Competent in capturing high-quality images and videos.

❖ Organizing materials for photoshoots while displaying confidence discipline and professionalism at all times.

# Skills

Type 96WPM • Proficient with Workday • Team player • Excellent time management skills • Conflict Management • Public Speaking • Data analytics

● Software and hardware management

● Analytical and methodical when approaching problems

● Leadership Skills

● Excellent time management skills

● Creative thinker

● Excellent persuasion skills.

● Proficient at user support.

● Data analytics

# Education

#### Diploma • 11 November 2022 • Zetech University of ICT, Media and Engineering

#### Computer Packages Certificate• February 2020 • Cambridge Universal College Branch

#### Highschool certificate • November 2019 • Mother of Apostles Seminary

Award Music and Drama

YCS leadership award

#### PRIMARY SCHOOL EDUCATION CERTIFICATE • November 2015• ST.URSULAS PRIMARY SCHOOL

Award in music and drama

# Activities

Literature • Environmental conservation • Art • Yoga • Skiing • Travel

Acting (music &amp; drama)

Photography.

Playing lawn tennis

Swimming

Skating

Web designing

I was a member of the mother of apostles music and drama society and tennis team. I did learn

much about being a team member and the value of team spirit. I learned the importance of

using a plan so as to achieve a given goal.

REFEREES

1)Januarismuli@gmail.cpm

Attachment supervisor-KNBS

.+254725848572

2) felixonyimbo@gmail.com

Cybershop employer

+254745708777

3)gracebenny@gmail.com

Photography and visual audio employer

+254740454559