ALEX OKUMU

GRAPHIC DESIGNER | GIS ANALYST | CARTOGRAPHER | SOFTWARE ENTHUSIAST

CONTACT

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EDUCATION

Software Engineering

ALX August 2022- Present

Cartography and GIS
Regional Centre for Mapping
May 2018 - July 2021

REFERENCES

Ms. Eunice Ochieng'
Institution: Water Resource Authority
Phone Number: 0722806893
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euniceathischiga@gmail.com

Mr. Frankline Makhaso
Institution: Regional Center for
Mapping of Resources for Development
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Mr. Isaac Muraya
Institution: Deveint Ltd
Phone Number: 0724032354
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Mr.Otieno Victor
Team Manager Little Prince Basketball
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OBJECTIVE

To leverage my 2 years of experience as an IT professional, specializing in technical support, network management, and GIS analysis, to secure a challenging position where I can contribute my skills in troubleshooting, infrastructure optimization, and policy implementation.

SUMMARY

IT professional with 2 years of experience providing excellent technical support, maintaining IT systems, and optimizing infrastructure. Troubleshooting, network management, policy implementation, and user training skills are required. GIS and geospatial data analysis expertise, producing accurate maps for 6 projects. Seeking opportunities to hone skills, build client relationships, and contribute to the success of the organization. Strong communication skills and knowledge of Microsoft Office Suite and geospatial technologies are required.

SKILLS

- Technical Support: Demonstrated ability to provide comprehensive technical support to end users, efficiently resolving software, hardware, and network-related issues.
- Network Management: Proficient in network management and maintenance, including LAN, WAN, VPN, and wireless networks.
- Installation of computer hardware, software, systems, printers, scanners, and peripherals: Expertise in installing and configuring computer hardware, software, systems, printers, scanners, and peripherals.
- Systems Maintenance: A proactive approach to regular maintenance and updates of IT systems, servers, and databases to ensure up-to-date and secure infrastructure.
- Policies and Procedures for Information Technology: Knowledge of IT policies and procedures, such as security protocols, data backup strategies, and disaster recovery plans
- Troubleshooting: Excellent problem-solving abilities to effectively and efficiently identify and resolve technical issues.
- User Training and Support: Previous experience providing end-user training and guidance on IT systems, applications, and security practices.
- Budget Management: Proven ability to work with stakeholders to develop and manage the IT budget while ensuring optimal resource allocation and cost-effectiveness.
- Documentation and Guides: Skilled in the creation and upkeep of user guides, documentation, and knowledge base articles to assist end users and facilitate the efficient use of IT systems.
- Emerging Technologies Research: A proactive approach to staying current with emerging technologies, conducting research, and making recommendations for their adoption.

WORK EXPERIENCE

Freelance Graphic Designer, Cartographer, IT consultant, and GIS analyst, 2022-present
- Provide technical support.
- Troubleshoot technical hardware and software issues
- Provide prompt solutions to minimize downtime.
- Create Interactive designs, presentations, and illustrations.
- Create and design Maps for various clients

Little Prince Basketball - Administrative Support, Graphic Designer, 2019-present
- Managing emails
- Handle communication between team boss to players
- Make Travel Arrangements for away games.
- Make game day posters.

Deveint Web Design Firm - Graphic Design intern ,4th FEB 2022 - 6th JUNE 2022
- Designed mobile applications and websites
- Made posters for products
- Designed Logos for various companies

Water Resource Authority, Data Analyst intern ,20th JAN 2020 - 27th MARCH 2020
- Processed data and designed web maps.
- Used QGIS to create, translate and integrate GIS data Layers and digitize new data.
- Maintained geospatial data and assisted in data management and organization
- Introduced the use of GPS essentials to collect and export spatial data.