

BELINDA NASIMIYU

IT specialist

Contact

Address

50205 Webuye

Phone

0793926544

E-mail

belindanasimiyu33@gmail.com

LinkedIn

www.linkedin.com/in/belinda-nasimiyu-b78218212

Skills

Hardware troubleshooting, repair, and maintenance

System security

Backup and Recovery systems

Network security

System and Database Administration

Compliance and audit

Application security

Incident handling and response

Technical issues analysis

Hardware Evaluations

Languages

Intending to advance knowledge, skills, and expertise by securing a position in a creative and dynamic work environment in order to become a distinguished IT professional. A technology-inclined professional possessing strong troubleshooting capabilities and a customer-oriented attitude. Experienced in providing network and software support to users and developing and implementing technical solutions. Adept at analyzing system performance and security to drive an optimal user experience.

Work History

2023-05 -
2023-07

IT Technical Support Intern

Lake Victoria North Water Works Development Agency, Kakamega

Accomplished the following tasks:

- VOIP system management
- Conducted thorough testing on newly-implemented software solutions before deployment to guarantee optimal functionality
- Responded promptly to incoming sales leads and requests for technical support
- Increased team efficiency by assisting in the implementation of new technology systems and processes
- Assisted staff in identifying issues and explaining solutions to restore service and functionality
- Maintained accurate records of completed tasks, ensuring quality control and facilitating smooth workflow within the department
- Responded to employees inquiries and provided technical assistance over phone and in person
- Created user accounts and assigned permissions
- Assisted in the development of internal documentation related to IT procedures, increasing overall departmental organization and accessibility of information
- Tested new software and hardware prior to deployment
- Provided training for end-users on new software applications, promoting increased productivity through efficient use of technology tools

2023-08 -
2023-08

Job Shadowing

Diamond Trust Bank, Bungoma

- Job shadowing program at Diamond Trust Bank, the program provided real-world experience in the banking industry. A partnership was established between the school and the bank for job shadowing experiences.

2022-05 -
2022-07

Industrial Training

MMUST, Kakamega

- I had hands-on training for 3 months on what really happens in the real-world work field
- The following areas were covered: Help desk and maintenance, Database system and administration, Networking design and cabling, System Administration, Android

2019-10

IT Intern

Maseno University

- Handled hardware and networking troubleshooting in a company environment
- Provided support in monitoring and performing daily database backup
- Escalated network downtime to the concerned party for resolution
- Facilitated general computer troubleshooting
- Successfully installed Micro Dynamics NAV
- Installed Browsers and (firefox) and configured it.

2021-10 -
2022-11

System Administrator

Specs Hotel Industry, Kakamega

- Managing Windows, Upgrading, installing and configuring application software and computer hardware
- Diagnosed and executed resolution for network and server issues
- Implemented, developed and tested installation and update of file servers, print servers and application servers
- Established effective communication channels between IT support staff and end-users, leading to improved issue resolution times overall
- Developed and documented network policies, procedures and standards
- Increased efficiency in the workplace by ensuring seamless integration of new applications into

existing systems

- Planned and implemented upgrades to system hardware and software
- Managed onboarding and offboarding of employees
- Diagnosed and resolved hardware and software issues
- Supported the implementation of new technologies by providing technical expertise and training to colleagues as needed
- Assisted in capacity planning efforts to ensure sufficient resources were available for future growth while avoiding unnecessary expenses related to underutilized assets
- Evaluated software products to determine compatibility with existing systems
- Evaluated emerging technologies for relevance within the organization's infrastructure, making recommendations based on potential benefits or risks involved with adoption/integration processes
- Analyzed network traffic and performance metrics to optimize system performance
- Maintained flexible schedule and responded to after-hours and weekend emergencies
- Demonstrated respect, friendliness and willingness to help wherever needed
- Demonstrated leadership skills in managing projects from concept to completion
- Used critical thinking to break down problems, evaluate solutions and make decisions

Education

2020-04

Bachelor of Science: Information Technology

Masinde Muliro University of Science An Technology - Kakamega, Kenya

Yet to graduate in December 2024

2020-12

No Degree: Diploma in Information Technology

Masinde Muliro University of Science And Technology - Kakamega, Kenya

- Score CREDIT 1

- Awarded Best Female student graduating with a Diploma in IT that year.

2018-12

No Degree: Certificate in ICT

*Masinde Muliro University of Science And Technology
- Kakamega, Kenya*

Graduated with CREDIT 1

Moi Girls Kamusinga

Kenya Certificate of Secondary Education

Confirmation

I confirm that the above information is an accurate testimony of my knowledge and experience.

Documents - I D

37404283

Date Of Birth

Webuye, Kenya, 01/06/00

Personal Information

- Gender: Female
- Marital Status: Single

References

- Dr. Raphael Angulu, Masinde Muliro University of science and Technology, rangulu@mmust.ac.ke, 0729260641, COD Information Technology
- Mr. Dennis Nyongesa, Lake Victoria North Water Works Agency, 0720750378, Principle ICT officer
- Dr. Charles Muango, Masinde Muliro University of Science and Technology, cmuango@mmust.ac.ke, 0723425625/0737425625