**ANNAH MUSENGYA MWANZA**

PO BOX 1328-90100 MACHAKOS, Kenya | (+254) 759-943175 | Mwanzamusenya8@gmail.com

Aggressive and ambitious person with a great passion and energy to approach any IT (information and technology) task presented. Being a professional graduate with knowledge in technical IT support and customer service, gained through my education career at KCA University. I have knowledge in system troubleshooting, network configuration, installation and maintenance of operating systems. I have proven ability to manage data entry tasks, organize documents efficiently and provide training to enhance client satisfaction. I am skilled in communication and decision making with a strong foundation in web design. I aspire to leverage technical skills to contribute effectively to organizational growth.

**Work Experience**

|  |  |
| --- | --- |
| **eMobilis Technology Training Institute** | **Aug 2024 – Jan 2025** |

Internship

* Facilitated the installation of operating systems, resulting to enhanced system performance and user satisfaction.
* Transcribed meeting minutes and audio recordings, providing accurate documentation
* Assisted with basic hardware maintenance such as cleaning desktops, checking for overheating and replacing peripherals
* Helped troubleshoot network connectivity issues, ensuring reliable internet access
* Managed data entry tasks for various databases and improving data organization
* Filed and organized physical and digital documents and ensuring proper storage for easy retrieval
* Attended to visitors at the reception

|  |  |
| --- | --- |
| **Advatech Office supply limited** | **Jan 2023 – Apr 2023** |

Attachment

* Troubleshooting desktops to ensure optimal performance
* Configured systems to efficient use
* Updated hardware and software to enhance functionality
* Managed cabling to improve connectivity
* Executed sales updates for enhanced performance
* Provided training to clients on system usage
* Handled office sales in a professional manner
* Managed printing tasks for office efficiency

|  |  |
| --- | --- |
| **IEBC** | **Aug 2022 – Aug 2022** |

Election clerk

* Scanned fingers for voter identification purposes and ensuring accurate data entry
* Saved election data accurately and efficiently for timely processing
* Educated voters on the voting process, enhancing their experience
* Sent election documents to administrative personnel in a timely manner

**Education**

|  |  |
| --- | --- |
| Diploma in Information Technology, KCA University | May 2021 – Nov 2023 |

|  |  |
| --- | --- |
| Certificate in computer packages, Dykaan college | Jan 2020 – Dec 2020 |

|  |  |
| --- | --- |
| Kenya certificate of Secondary Education | Jan 2016 – Dec 2019 |

**Skills**

* Technical support
* Software applications
* System troubleshooting
* configuration and troubleshooting of various operating systems
* Web design
* Decision making
* Connectivity troubleshooting
* Troubleshooting of operating systems
* Customer service
* Desk support
* Network configuration and connectivity troubleshooting
* Document filing and organization
* Data entry
* Problem solving
* Installation
* Document filing
* Data entry and database management
* Decision making and problem solving
* Proficiency in installation
* Communication skills
* Database management
* Network configuration
* Configuration
* Organization

**Interests**

* Reading spiritual and guidance books
* Travelling /adventure