

CONTACT

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austineojuma@gmail.com

Nairobi, Kenya

EDUCATION

2014 - 2018

NAMANGOFULO SECONDARY SCHOOL

2020 - 2022

THE NYERI NATIONAL POLYTECHNIC

CERTIFICATE IN INFORMATION

COMMUNICATION TECHNOLOGY

- Credit

2023 - 2024

THE NYERI NATIONAL POLYTECHNIC

DIPLOMA IN INFORMATION TECHNOLOGY

SKILLS

- Software Installation
- Data Review
- Documentation Support
- Data Analysis
- Technical Support
- User Support
- Inventory Recordkeeping
- User Training
- Help Desk Support
- Hardware Configuration
- System Maintenance
- Device Installation
- Application Support
- Computer Diagnostics
- Application Installations
- Error Detection

LANGUAGES

- English (Fluent)
- Kiswahili (Fluent)

AUSTINE OJUMA

IT SUPPORT SPECIALIST

PROFILE

Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry-level opportunities to expand skills while facilitating company growth.

WORK EXPERIENCE

PURE BOUTIQUE SUPPLIES

Administrative officer

NOVEMBER 2023 - PRESENT

- Quick books posting invoices
- ETR & QuickBooks invoicing
- Manual stock posting
- QuickBooks stock posting
- Petty cash
- Stock receiving and release
- Debtors statements on quick books
- Cheque register
- Daily reports
- I.T responsibilities
- Social media updates jumia, Facebook, Company website
- Computer & work tools management
- Imports documentation

EASY COACH BUS COMPANY

01/2023 -03/ 2023

IT Technical support Intern

- Assisted customers with technical support inquiries, troubleshooting hardware and software issues.
- Conducted workflow analysis, space design or cost comparison analysis.
- vehicle Tracking
- Vehicle Cost Analysis
- Fleet system Management
- Fuel Management
- Data entry Analysis
- Inspected equipment and read order sheets to prepare for delivery to users.
- Evaluated software or hardware to recommend improvements or upgrades.

WORK EXPERIENCE

West kenya union of Seventh Day Adventists

01/2021- 04/2021

IT Technical support Intern

- Assisted customers with technical support inquiries, troubleshooting hardware and software issues.
- Developed customer service skills to effectively communicate with clients over the phone and through email.
- Provided assistance in setting up new computers, printers, and other IT-related equipment.
- Resolved internet connection problems for users both inside and outside of the office network.
- Diagnosed and repaired computer systems, including laptops, desktops, tablets, printers, networks.
- Performed daily system checks to ensure optimal performance of all computer systems.
- Created user accounts in active directory as needed by team members or clients.
- Managed inventory of IT equipment and supplies; reordered when necessary.
- Upgraded existing hardware

REFERENCE

MR. james Ngemu

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Easycoach Bus
Company

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