Brigidt Mutiso

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Professional Summary

Proactive ICT support specialist with a diploma in ICT and practical experience in technical troubleshooting, system maintenance, and user support. Skilled in managing IT infrastructures, conducting regular system updates, and ensuring optimal performance of networks and devices. Adept at maintaining security protocols and providing user training to enhance technology adoption. Strong ability to collaborate across teams and ensure seamless IT operations. Committed to delivering efficient, customer-focused technical solutions aligned with organizational objectives.

Work Experience

ICT Support Intern
KENYA WOMEN FINANCE TRUST-Machakos, Kenya
March 2024 to August 2024

* Provided technical support to end-users, troubleshooting hardware, and software issues
* Installed, configured, and maintained computer systems and peripherals
* Responded to help desk tickets promptly, resolving 80% of issues on the first call
* Collaborated with cross-functional teams to resolve complex technical problems
* Assisted in the setup and maintenance of network infrastructure including routers, switches, and firewalls
* Managed user accounts and permissions within Active Directory
* Conducted hardware inventory audits to track assets and maintain accurate records
* Assisted in the implementation of new software applications across the organization
* Participated in technology upgrade projects by testing new equipment or software solutions before deployment

Data Clerk
Youth for Sustainable Development Goals (YSDG)-Machakos, Kenya
June 2023 to July 2023

* Accurately entered and verified data into the company database, ensuring high levels of accuracy and completeness
* Maintained confidentiality of sensitive information by adhering to strict security protocols and procedures
* Performed regular data quality checks to identify and correct errors, maintaining a clean and reliable database

Education

Diploma in Information Communication Technology
Machakos Institute of Technology - Machakos, Kenya
September 2018 to July 2023

Skills

- Technical support
- System maintenance
- IT infrastructure management
- User training
- Inventory management
- Collaboration

Certifications

Front-End Software Development
Ongoing
ALX Africa

Professional Development Skills for the Digital Age
September 2024
ALX Africa

Responsive Web Design
May 2024
FreeCodeCamp

Computer Packages
2017
Kenya Institute of Mass Communication