

**CHARLES MAINA**  
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## **PROFESSIONAL SUMMARY**

Detail-oriented IT graduate with hands-on experience in technical support, system and network maintenance, and helpdesk ticket resolution. Experienced in resolving hardware/software issues, configuring user systems, and supporting IT infrastructure. Committed to delivering friendly, efficient service aligned with Optica's dedication to excellence. Seeking to contribute my skills as part of the Optica IT team.

## **EDUCATION**

### **Bachelor of Science in Information Technology**

Masinde Muliro University of Science and Technology (MMUST)  
Graduated December 2024 — Second Class Honours, Upper Division

## **TECHNICAL SKILLS**

**Helpdesk Support:** First-level troubleshooting, logging and resolving tickets, keeping within SLAs

**Hardware & Peripherals:** Diagnosing and repairing desktops, laptops, printers, scanners.

**Software & OS:** Windows, Linux; installation, updates, patching

**User Account Management:** Provisioning accounts, managing user permissions, onboarding/offboarding.

**Networking:** Configuring LAN, routers, and switches.

**IT Asset Management:** Monitoring inventory, coordinating equipment replacements.

**Office Tools:** MS Office 365, Google Workspace, Visual Studio Code.

## **WORK EXPERIENCE**

### **1. ICT Attachee**

**County Assembly of Kakamega | May 2023 – Sept 2023.**

## **ACTIVITIES**

1. Resolved user-reported hardware/software issues quickly to maintain daily operations
2. Set up and configured new workstations—including entire departments—ensuring minimal downtime.
3. Managed and logged support tickets; maintained transparent communication throughout.
4. Conducted preventive hardware maintenance: cleaning components, testing peripheral.
5. Assisted in network diagnostics and basic firewall/router checks.
6. Trained and supported users on system functionalities and secured best practices

**2. ICT Trainee**  
**MMUST IT Department | May 2022 – July 2022**

**ACTIVITIES**

1. Provided support for user devices in laboratories and offices.
2. Installed/upgraded software and operating systems.
3. Assisted with data backups and system log management.
4. Collaborated on routine hardware checks and updates

**CERTIFICATIONS & TRAINING**

**Google Digital Skills for Africa – Google**

**Information Security Essentials – The Open University**

**Introduction to Web Security -The open University**

**KEY COMPETENCIES**

1. Strong customer-service orientation and communication.
2. Organized and detail-driven with time management.
3. Collaborative and adaptable in team-based environments.
4. Self-motivated and quick to learn new technologies

**REFERENCES**

**Mr. Peter Mutoka**

ICT Officer, County Assembly of Kakamega

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*Available upon request:* Additional referees from academia and work