

# George Mwangi

## **IT Technician with 10+ Years of Experience in medium and large corporations**

Nairobi, Kenya

[gmkariz@gmail.com](mailto:gmkariz@gmail.com)

254 721 615 247

Willing to relocate: Anywhere

## Work Experience

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### **IT Technician**

Cablim Limited - Nairobi, Kenya

January 2011 to Present

Duties include

- Keep systems up-to-date through operating systems upgrades
- Monitor networking equipment and servers
- Assist with the design, implementation, and ongoing support of new software and features
- Oversee troubleshooting for system errors
- Provide technical support either by phone, remote access or site visits as needed
- Respond to IT issues; hardware maintenance, software, networking, etc.
- Evaluate connectivity issues, equipment, and software
- Modify configurations, utilities, software, etc.
- Set up equipment for new users
- Install, test, and monitor servers, firewalls, and new software
- Perform data backups
- Install and update network system improvements as needed
- Assist with Servers, LAN/WAN technologies, computer repair/troubleshooting software, networks, virus protection, Wi-Fi technology, and more
- Set up workstations with computers and necessary peripheral devices (routers, printers etc.)
- Check computer hardware (HDD, mice, keyboards etc.) to ensure functionality
- Install and configure appropriate software and functions according to specifications
- Develop and maintain local networks in ways that optimize performance
- Ensure security and privacy of networks and computer systems
- Provide orientation and guidance to users on how to operate new software and computer equipment
- Organize and schedule upgrades and maintenance without deterring others from completing their work
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- Maintain records/logs of repairs and fixes and maintenance schedule
- Identify computer or network equipment shortages and place orders

### **IT Technician**

Prisms Portal Solutions Limited - Nairobi, Kenya

January 2005 to December 2010

Duties included

- Installed PC hardware
- Checked and maintain computer hardware such as mice and keyboards

- Installed, configured and managed software and their functions according to specifications
- Developed and maintained local networks
- Ensured security and privacy of networks and computer systems
- Assisted in and planned training for new software and hardware
- Troubleshooting to identify and resolve problems in a timely manner
- Maintained records/logs of repairs and fixes
- Maintained hardware and software inventory
- Maintained expenses
- Identified computer or network equipment shortages and placed orders when necessary
- Installed and configured hardware and software components to ensure usability.
- Troubleshooting hardware and software issues.
- Repaired or replaced damaged hardware.
- Upgrading the entire system to enable compatible software on all computers.
- Installed and upgraded anti-virus software to ensure security at the user level.
- Performed tests and evaluations of new software and hardware.
- Provided support to users and being the first point of contact for error reporting.
- Established good relationships with all departments and colleagues.
- Conducted daily backup operations.
- Managed technical documentation.

### **IT Help Desk Technician**

Independent Electoral and Boundaries Commission (IEBC) - Nairobi, Kenya

January 2002 to December 2004

Duties included

- Responded to queries via chat, email, or phone
- Trained other staff members on troubleshooting and diagnosing problems
- Wrote, edited, and revised training manuals for new and updated software and hardware
- Provided technical assistance for questions and problems
- Resolved problems with networks and other computer systems
- Diagnosed system errors and other issues
- Followed up with customers to ensure full resolution of issues
- Requested feedback and/or monitored calls and other methods of correspondence to improve training methods
- Run reports to analyse common complaints and problems
- Installed or changed software to fix issues
- Monitored and responded quickly to incoming requests relate to IT issues.
- Maintained computer systems and acted as support if any system went down.
- Responsible for PC's, Printers, Servers and related equipment (monitor, keyboard, mouse, hard drive, etc).
- Maintained user PCs, including upgrades and configuration as needed.
- Assisted with onboarding of new users.
- Kept inventory of all equipment, software, and license users.
- Installed, configured, and upgraded PC software.

### **IT Help Desk Technician**

NewTech Systems Technicians - Nairobi, Kenya

January 1999 to December 2001

Duties included

- Served as the first contact with customers who needed technical assistance via the phone or email
- Performed troubleshooting using different diagnostic techniques
- Troubleshoot, diagnosed, and resolved technical hardware and/or software issues
- Provided quick resolution and excellent customer service
- Redirect unresolved issues to the next level of support personnel
- Provided needed information on IT products or services
- Kept record of problems and their resolutions
- Followed-up with customers
- Provided feedback on processes and made recommendations on areas to improve
- Maintained technical documentation and service catalog on installation of software, configuration of hardware and problem troubleshooting
- Suggested improvements on procedures
- Responded to queries on the phone, via email, in person, or through remote access.
- Offered technical assistance on the delivery, configuration, set up, maintenance, and troubleshooting of computer systems, hardware, and software.
- Trained computer users.
- Trained other staff on troubleshooting and diagnosing problems.
- Got feedback from customers to improve training methods.
- Wrote and edited training manuals.
- Run reports and analyzing common complaints and problems.

## Education

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### **B Sc. in Computer Science**

Maseno University - Kenya

January 1995 to December 1998

### **Diploma in Computer Maintenance**

Masai Technical Training College - Kenya

January 1992 to December 1994

### **Secondary School Education**

Kaaga High School - Kenya

January 1987 to December 1990

## Skills

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- Windows
- Help desk
- Technical support
- Computer networking

## Languages

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- English - Fluent