ELISHA OWINO AMONDI

Information Technology Professional

Network Administration | IT Support | Hardware Troubleshooting | Software Troubleshooting | Database Management | Firewall Installation | Antivirus Configuration | ERP System Support | Software Upgrades | Remote Desktop Management | Ticketing Systems | Network Maintenance | Security Protocols | System Optimization | Performance Enhancement | Router Configuration | Switch Configuration | ISP Management

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PROFESSIONAL STATEMENT

I am a dedicated and highly motivated IT professional with over 2 years of hands-on experience in IT support and network administration. My expertise lies in diagnosing and resolving complex hardware and software issues, implementing robust security measures, and optimizing systems to ensure seamless business operations. I have a proven track record of enhancing customer satisfaction through proactive troubleshooting and personalized support. With a strong foundation in database management, network maintenance, and ERP systems, I excel at delivering tailored technical solutions that align with organizational goals. My excellent communication, problem-solving, and relationship-building skills enable me to work effectively with diverse teams and clients, always striving for efficiency and innovation in IT environments. I am committed to continuous learning and staying updated with the latest technologies to provide cutting-edge IT solutions.

Professional Strengths

- ☑ **Problem-Solving**: Proven ability to analyze complex IT issues, identify root causes, and implement effective solutions quickly and efficiently, minimizing downtime and improving system performance.
- ☑ **Communication**: Strong verbal and written communication skills, able to explain technical concepts to non-technical users and collaborate effectively with team members and clients to resolve issues and meet project goals.
- ☑ **Time Management**: Highly organized with excellent prioritization skills, consistently meeting deadlines while managing multiple tasks, projects, and troubleshooting requests in fast-paced environments.
- ☑ **Customer Service**: Dedicated to providing exceptional user support, demonstrating patience and professionalism in high-stress situations, resulting in increased customer satisfaction and loyalty.
- ☑ **Adaptability**: Quick to learn and apply new technologies and tools, thriving in dynamic IT environments and continuously evolving to keep pace with industry changes and client needs.

PROFESSIONAL EXPERIENCE

IT Technician | June 2023 to Present

Autocom Computers, Nakuru

Key Contributions

- ☑ Boosting customer satisfaction by 47% through the installation and configuration of routers, switches, and firewalls tailored to client needs, improving operational capabilities.
- ☑ Managing over 100 service requests and incidents as the first point of contact, ensuring timely resolution of user issues.
- ☑ Enhancing system reliability by accurately diagnosing and resolving technical issues using source code analysis, database inspection, and log analysis.
- ☑ Strengthening network security and efficiency through proactive maintenance, system updates, and advanced troubleshooting techniques.
- ☑ Delivering expert technical support, resolving complex hardware and software issues across printers, networks, and computers, reducing downtime.

- ☑ Improving customer experience by providing tailored technical guidance and recommending optimal system configurations.
- ☑ Increasing client engagement and service quality by introducing incentive programs and implementing effective customer service strategies.
- ☑ Streamlining inventory management by conducting regular checks, reducing order delays, and enhancing the efficiency of the order fulfilment process.

Intern | January to April 2023
Data Center, County Government of Nakuru
Key Contributions
- ☑ Optimized network performance and connectivity, ensuring uninterrupted data transmission and improving overall system efficiency.
- ☑ Ensured secure and reliable access for users by managing and maintaining local area networks, leading to a 30% improvement in network uptime.
- ☑ Increased user productivity by installing and configuring software and hardware systems that aligned with operational goals.
- ☑ Reduced workflow disruptions by swiftly identifying and resolving hardware and software issues, improving system response times.
- ☑ Ensured compliance with regulations by efficiently processing business permits, notices, rates, and certificates, contributing to smoother operations.
- ☑ Boosted revenue collection by managing market bills and parking fees, improving payment processes and operational efficiency.
- ☑ Reduced printer downtime by 25% through prompt troubleshooting and repairs, ensuring smooth office operations.
- ☑ Improved device compatibility and performance by updating computer and printer software, resulting in fewer technical issues.

EDUCATION

Diploma in Information Technology, Distinction | 2023
Kabarak University, Nakuru, Kenya
Dissertation Topic**:** Library Management System

Completed the Cisco Certified Network Associate (CCNA) certification
 Kenyatta University.

LANGUAGES

- ☑ English – Proficient
- ☑ Swahili – Native

REFERENCES

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