



Personal details

- Elisha Owino Amondi
- Email : owinoeli9@gmail.com
- Phone : +254 718242291
- Address : Nakuru, Kenya
7423 Nakuru
- November 14, 2002
- Gender : Male
- Nationality : Kenyan
- My Website : <https://eliowino.github.io/ellishaowino-website/>

Skills

- Proficiency in photography and videography.
- Experienced with video editing software (Adobe Premiere Pro, Final Cut Pro,
- Technical support expertise
- Basic knowledge of web design and content management systems (WordPress).

Languages

- English
- Swahili

Profile

I am an IT professional with dedication and high motivation. I have a keen eye for detail, strong analytical skills, and a quick adaptive response to new technologies. My goal is to optimize operational workflows toward the seamless delivery of high-quality services to clients. I have always enhanced customer satisfaction through proactive troubleshooting and individualized support.

Education

- Diploma in Information Technology, Distinction** May 2021 - Dec 2023
Kabarak University, Nakuru, Kenya
Dissertation Topic: Library Management System
- Secondary Education** Jan 2017 - Nov 2020
Larmudiac High School, Nakuru
- Primary Education** Jan 2009 - Nov 2016
Moi Primary School, Nakuru

Employment

- IT Technician** Jun 2023 - Present
Autocom Computers, Nakuru, Kenya
 - 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 fulfillment process.
- Achievement**
 - In the last year I have been able to gain and maintain more than 70 new regular customers.
- Attaché** Jan 2023 - Apr 2023
Data Center, County Government of Nakuru, Kenya
 - 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.
 - Improved device compatibility and performance by updating computer and printer software, resulting in fewer technical issues.

Hobbies

- Reading
- Photography
- Traveling

Certifications

Cisco Certified Network Associate (CCNA 1)
certification

Oct 2024

References

References available upon request.