

Elizabeth Achieng

ICT Support Specialist

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SUMMARY

Dedicated IT Support Officer with over one year of experience providing technical assistance and IT support to users. I am skilled in troubleshooting hardware and software issues, network administration, and IT security. Strong commitment to customer service, staff training, and efficient IT operations.

EXPERIENCE

ICT Support Intern

Ministry of Youth Affairs and Creative Economy

Jan 2024 – May 2024 | Nairobi, Kenya

- Delivered technical support, diagnosing and resolving hardware, software, and network issues.
- Implemented IT security measures, safeguarding data integrity and system access.
- Designed and led staff training sessions, enhancing digital literacy and system efficiency.
- Optimized IT asset management, ensuring accurate inventory tracking.
- Maintained and repaired hardware components, reducing downtime and operational disruptions.
- Administered network infrastructure, troubleshooting connectivity issues for seamless operations.

ICT Support Intern

Moi Teaching and Referral Hospital (MTRH)

Jan 2023 – May 2023 | Eldoret, Kenya

- Ensured compliance with IT security protocols, mitigating data vulnerabilities.
- Provided help desk support, addressing technical concerns and improving user experience.
- Conducted IT training workshops, equipping staff with essential digital skills.
- Managed IT inventory and asset tracking, optimizing resource allocation.
- Maintained network systems, ensuring secure and uninterrupted connectivity.

EDUCATION

Postgraduate Diploma in Information and Communication Technology (ICT)

The Kabete National Polytechnic | 2022 – 2024

- Upper Credit

Kenya Certificate of Secondary Education (KCSE)

St. Francis Rang'ala Girls High School | 2016 – 2019

SKILLS

- Troubleshooting and Problem-Solving
- Network Administration
- IT Security and Data Protection
- Hardware and Software Maintenance
- Strong Written and Verbal Communication

Languages

English -Proficient

Kiswahili-Native

REFERENCES

Protus Wambua-State Department for Youth Affairs and Creative Economy.

IT Officer

0725351172

Beatrice Mwawali- State Department for Youth Affairs and Creative Economy

IT Officer

0727067022

Mr Korir-Moi Teaching and Referral Hospital.AMPATH
IT Officer
0732441567