



## ESTHER OKIRI

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### CAREER PROFILE SUMMARY

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As a knowledgeable and intricate Business and Information Technology professional keen on expanding my skill set as I grow professionally, I possess a vast understanding of various elements of Business and IT-related technologies. The knowledge I have gained and my experience includes expertise in; Business Development, Information Technology, Computer Networking administration, quality control, and assurance, computer maintenance, system administration, IT technical support, cyber security, and operating systems during my experience and coursework. Led by my strong problem solving and organizational skills I have established a unique ability to steadfastly manage duties and responsibilities pertinent to the technological growth of a company. Being an agile learner with the ability to relate well with colleagues and contribute to the improvement of IT-related systems; I am currently seeking to secure a job where my knowledge in IT and Business Management will be utilized in handling IT-related roles and projects.

### EDUCATION BACKGROUND

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- **Bachelors in Business Information Technology:** Jomo Kenyatta University of Technology; 2013 to 2016
- **Kenya Certificate of Secondary Education:** Nembu Girls High School; 2009 to 2012

### PROFESSIONAL COURSES

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- Certificate in Computer Packages; Shalom IT Center; January to April 2013
- Certificate in SQL Programming; Northpole Colege; December 2014 to February 2015
- Interconnecting Cisco Networking Devices; Computer Pride; January to June 2017

### KEY SKILLS AND COMPETENCIES ACQUIRED

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- **Network Administration:** Adept at server configuration, installation and troubleshooting, investigating internet and other reported service issues, and providing an appropriate solution within the scope of service level agreement.
- **Risk Management:** Skilled in assessing and identifying risks that a business or an entity may run into should it take a particular financial decision.
- **Troubleshooting and maintenance:** Adept at maintaining computer network infrastructure and liaising with external service providers to ensure optimal uptime and best service and enforce an up-to-date systems backup.
- **Customer Service:** An expert in responding to client inquiries and requests, contributing to the smooth running of call center operations, and managing and resolving customer complaints.
- **Flexibility and Problem Solving:** Ability to work in a busy environment by maintaining calm under pressure and thinking through any possible threats that can occur in a system and planning for them before they happen.
- **ICT Competence:** Good command in navigating Ms. Office suites, email, and the internet. I am also proficient in data handling and processing, presentation, and the use of operating systems.

## WORK HISTORY

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### IT Support Technician

**Huda Integrated School; December 2017 to Present**

#### Duties and Responsibilities

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- Engaged with stakeholders through email and social media accounts.
- Designed posters videos and other graphics to be used in the social media accounts.
- Trained staff on IT software implemented by the school.
- Troubleshoot problems with desktops and laptops
- Set up desktops.
- Ensure network connection within the school.
- Troubleshoot network related issues
- Support end users with IT related issues.
- Teacher ict to learners in grade 4, 5 and 6.

### IT Support and Teacher

**Jabali Elementary School; January to November 2017**

#### Duties and Responsibilities

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- Installed software on computers.
- Maintained computers in the school computer lab and offices.
- Repaired the computers whenever needed.
- Troubleshoot IT related issues
- Carry out inventory of desktop computers and other technology related devices.
- Trained staff in software such as Microsoft office.
- Teach ICT to grades 1 to 6

## OTHER PAST EXPERIENCES

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- Women in Technology Academy Participant: Safaricom Limited; September to December 2016

## REFEREES

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### Elmas Tazegul

Former Vice Principal, Academics

Huda Integrated School

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### Everlyne Isige Obondo

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