

FAITH MITEI

IT ASSISTANT

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Nairobi, Kenya 

EDUCATION

Software Engineering	Ongoing - 2022)
Moringa School	
Google Cloud Fundamentals	2021
Coursera	
Web Design (Modules:1-3)	2017
Institute of Advanced Technology	
COMPTIA A+	2016
Techno Brain Kenya	
BSc. Mathematics & Computer Science	2015
Jomo Kenyatta University of Agric. & Technology	

SKILLS

User technical Support
Networking and Systems support
Security
Risk Assessment & Impact Analysis
Cloud architecture management
Disaster Recovery
Analytical Report writing
Project Implementation
UI/UX design
Software Development

PROFILE

Innovative, highly skilled, driven, IT Professional with over four years, hands on experience in, Tech Support, Systems Administration, Cloud management, and UI/UX design. Other personal skills analytical thinking and creative problem solving. Able to apply customer service concepts to IT to improve user experience for both internal and external clientele.

EXPERIENCE

IT Assistant	Current - 2020
TrustGro SCA, Nairobi Kenya	
<ul style="list-style-type: none">• Tech Support Lead: Offer Lead support for any IT Related requests logged to the department including providing technical remote assistance to all users in the organization.• Install, configure and maintain hardware and software infrastructure.• Systems administrative duties for core banking Loan Management systems utilized in the organization.• Monitoring network resources for Cloud deployed applications to ensure optimized performance.• Conduct preventive maintenance for Hardware and Software deployed to users to ensure up to date software patches.• Documentation of Knowledge base and Business Requirement documents for proprietary software applications.• Test, evaluate and assist in roll out of new applications and software.• Documentation of new and review of current IT Policies in place including SLAs in place with other departments.• Data center management - Ensure redundancy of data and high availability of connectivity to enable a fully functional disaster recovery.• Tracking inventory data and data analysis for IT support requests.• Vendor Management –review current contracts, maintaining current relationships and constant market research with external clients to ensure quality, market standard purchase of IT services and supplies.	
IT Assistant	2020 - 2019
GetBucks Kenya	
<ul style="list-style-type: none">• First line Support for IT related requests logged especially via the Helpdesk.• Participate in Implementation of IT Policies and documentation of standard operational procedures.• Install, configure and maintain hardware and software infrastructure• Create Designs for Newsletter and Posters• Participate in Implementation of IT Policies and documentation of standard operational procedures.• Recommend, schedule hardware/peripherals for maintenance and upgrades.	

WEBINARS

AWS Cloud Practitioner Day
April 2022.

Microsoft Azure Virtual Training Day
- (Migrating On-Premises
Infrastructure and Data)
2021

INTERESTS

Software Development
Graphic Design

- Create and maintain inventory for all IT equipment and peripherals.
- Monitor and report PC Performance and threat, vulnerability via the Antivirus portal; and recall machines to repair when vulnerability is high.
- Recommend, schedule hardware/peripherals for maintenance and upgrades.
- Provide guidance and mentorship for junior IT Staff /Interns.
- Create Designs for Newsletter and Posters.
- Liase with IT Manager to schedule and conduct trainings for staff to educate them on IT related emerging issues i.e . Cybersecurity.

IT Intern

GetBucks Kenya, Nairobi Kenya 2018

Web Communication Intern

UN-Habitat - World Urban Campaign, Nairobi, Kenya 2017

Support Intern

ABC Bank, Nairobi, Kenya 2016

REFEREES

Diana Inganga

HR Professional

0718 174 002

Eric Gathii

IT Manager

0728 068 940