

# Gedion Onsongo

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## PROFESSIONAL SUMMARY

A motivated, skilled, and self-driven individual leveraging studies in IT. Seeking new opportunities, real-world experience, and top-notch education in computer science. Through completion of the Google IT Support Professional Certificate. I developed skills in customer service, networking, operating system (including Windows and Linux), system administration, and security. My training included hands-on practice in these areas. I'm passionate about continuously learning in the IT field and supporting people to solve their technical problems. I offer strong interpersonal and task prioritization skills.

## EDUCATION, CERTIFICATIONS, TRAINING, AND ACHIEVEMENTS

**Moringa School**, Software Development | Jan 2022  
Currently studying software development

**Diploma in ICT, K.N.E.C. BTEP**, Kenya Institute of Professional Studies (KIPS Technical College) | 2021  
Grade: Credit  
Covered the following areas during the course  
Computer maintenance and user support  
Programming  
Computer applications  
Operating systems  
Network and hardware support

**Google IT Support Professional Certificate**, Coursera, online | 2021  
An eight-month IT Support program developed by Google that covers troubleshooting, customer service, operating systems, system administration, and security, and included hands-on labs.

**Oracle Certified Foundations Associate**, Oracle University, online | 2021

**Windows Deployment Services (WDS) on Windows Server 2019**, Udemy, online | 2021

**#5ws of Cybersecurity Training**, Sochin Research Insitute, American Spaces | 2021

**JPMorgan Chase & Co. Software Engineering Virtual Experience Participant**, Forage, Online | 2021

**Jobberman Soft-Skills Training**, Jobberman Youth Engagement & Learning, online | 2021

**Accenture Developer Program Virtual Experience Participant**, Forage, online | 2021

**Fundamentals of Project Management**, Philanthropy University, online | 2021

**Project Management**, NonprofitReady, online | 2021

**The Fundamentals of Digital Marketing**, Google, online | 2021

**Software Development Fundamentals**, African Development Bank Group, online | 2021

## PROFESSIONAL EXPERIENCE

### **IT Support Officer**, Saferider Management Systems, Vision Plaza, Mombasa Road | Dec 2021 – Jan 2022

My roles included but were not limited to:

- First-line end-user support both onsite and offsite.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- Keep computer systems and peripheral devices running smoothly and ensure users get the maximum benefit from them
- Replace parts as required
- Set up new users' accounts and profiles and deal with password issues.
- To help to triage and where possible resolve issues immediately or to log and escalate as appropriate.
- Install and configure computer hardware operating systems and applications.
- Talk to staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.
- Established a good working relationship with customers and other professionals.
- To support and advise on downtime procedures and business continuity to ensure that they are adopted successfully in their allocated local work area.
- Updated databases.
- Generated daily, weekly and monthly reports from the system and edited them appropriately on Excel using appropriate formulas and functions.
- Troubleshoot issues associated with Saferider Roadsmart speed governors 5.0 and 5.0.1.
- Work autonomously using own initiative and make decisions based on expertise and knowledge of building-based care processes and procedures.
- Provide a link between the end-users and the project team enabling the speedy escalation of issues encountered without taking the user away from the workplace.
- Provide support, including procedural documentation and relevant reports.
- Follow diagrams and written instructions to repair a fault or set up a system.
- Respond within agreed time limits to call-outs.
- Respond to customer query emails.
- Prioritize and manage many open cases at one time.
- Conduct electrical safety checks on computer equipment.
- Monitor and maintain computer systems and networks.

### **Data Entry Clerk**, Masjid Al-Ameen, Pangani, Nairobi | Aug 2021 – Oct 2021

- Transitioned company data from physical files to Zoho forms as part of the company's digital migration.

### **Content Development**, Writeproofread, Nairobi, Remote | May 2021 – Aug 2021

- Research industry-related topics (combining online sources, interviews, and studies)
- Write clear marketing copy to promote our products/service
- Prepare well-structured drafts using Content Management Systems
- Proofread and edit blog posts before publication
- Submit work to editors for input and approval
- Coordinate with marketing and design teams to illustrate articles
- Conduct simple keyword research and use SEO guidelines to increase web traffic
- Promote content on social media
- Identify customers' needs and gaps in our content and recommend new topics

- Ensure all-around consistency (style, fonts, images, and tone)

**Business Development Administrator**, UVC Personnel, Derby, England, Remote | Sep 2020 – Aug 2021

- Preparing and submitting tenders (expressions of interest and proposals) in cooperation with consultants
- Coordinating the bidding process and preparing bid templates
- Liaising with external consultants – obtaining CVs, fee rates, and information on their availability and keeping them informed of project status
- Communicating with partner organizations – obtaining required documentation from partners and in cases where they are leading the bid, providing required documentation
- Liaising with clients – obtaining clarifications and further information concerning a bid when required
- Compiling project experience, formatted CVs and capability statements for bids
- Working with consultants to prepare budgets and work plans
- Formatting final documents and ensuring they are bound and presented in accordance with client stipulations
- Ensuring agreed Quality Assurance Processes are adhered to ensuring EOIs and proposals are submitted on time
- Working with the BD team to ensure information relevant to the business development process is available and shared efficiently & effectively within the company
- Maintaining company database of projects, proposal texts, consultants, and partners
- Developing & enhancing internal systems for communication
- Creating and fostering relationships with clients, partners, and associates
- Periodically reviewing the bidding process
- Ensuring the project officers, consultants (internal & external), and partners are aware of projects won and lost
- Providing research assistance to consultancy projects as time permits
- General Administrative Support

**Data Entry Representative**, CloudFactory, Peponi Road, Nairobi, Hybrid | Jun 2018 – Nov 2019

- Transcribed date, amount, currency code, and store name from various receipts into an automated system

## SKILLS

Basic computer architecture, operating systems (Windows, Linux), remote connection and virtual machines, computer networking, software management, troubleshooting, and customer service, routing concepts, VPNs and proxies, permissioning, package and software management, process management, resource monitoring, system administration, configuration, centralized management, implementing/managing directory services, data management and recovery, IT security, cryptography/encryption, hashing, network security.

## VOLUNTEER AND COMMUNITY INVOLVEMENT

**Member**, Them Clean C.B.O. Group | 2020 - Present

**Participant**, Healthy Choices Program | 2011