

HARRISON SEGERO

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Education

Bachelor of Science: Computer Science, Expected in 05/2024

Bemidji State University - Bemidji, MN

Professional Summary

Dependable and quick-learning team player with effective communication and organization skills. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

Skills

- Ability to work with others
- Dynamic and able to face new challenges
- Impeccable communication Skills

Work History

Front Desk Receptionist, 05/2023 to Current

Bemidji State University Gillet Wellness Center – Bemidji

- Enhanced customer satisfaction by providing efficient and professional front desk services.
- Streamlined office operations for improved productivity with effective organization and communication skills.
- Managed high-volume phone calls, directing inquiries to appropriate personnel for prompt resolution.
- Increased guest retention by maintaining a welcoming and organized reception area.

Data Entry/IT Technician, 02/2019 to 07/2019

ISON BPO Kenya – Kenya

- Improved network efficiency by optimizing configurations and implementing necessary updates.
- Enhanced user experience with thorough troubleshooting and resolution of hardware and software problems.

ICT Department, 09/2017 to 08/2018

Kenya Methodist University – Kenya

- Enhanced network performance by troubleshooting and resolving technical issues in a timely manner.
- Implemented system upgrades for improved functionality and increased security measures.
- Streamlined IT processes by developing and implementing efficient workflow procedures.
- Increased user satisfaction with effective communication and prompt resolution of support tickets.

Management of Equipment

- Repair and maintaining of Printers
- Toner replacements
- Replacement of a faulty circuit board
- Replacement of a faulty Power supply
- Servicing of ICT Equipment
- Printer problems such as printer not printing and paper jams
- PC diagnosing and troubleshooting
- Installation of new equipment

Certifications

Six Sigma Certification
 CPR Certification

Languages

Swahili	English
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Native or Bilingual	Professional Working

Additional Information

References

Kenya Methodist University ICT Officer
 Jonathan Munene +254722108633

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 Bemidji State University Department of Computer science
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