Hesbon Kayode Mochengo

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Result-driven IT professional with a bachelor's degree in Applied Computer Science and a strong background in data classification, technical support, IT policy development and computer maintenance. Experienced in data manipulation, CRM software and cyber security, with a keen ability to analyze complex systems and provide efficient technical solutions. Passionate about leveraging technology to drive innovation and improve operational efficiency. Adept at customer service and sales support, with excellent communication and problem solving-skills. Proven ability to work collaboratively in dynamic environments, ensuring seamless service delivery. Seeking opportunities to apply my technical expertise and analytical skills in a progressive organization.

Professional experience

SAMASource Kenya   **October2023-30th June 2024**

Associate

Key Responsibilities

- Classify products into different categories.
- Maintain data integrity and quality threshold.
- Verify and correct entered data to avoid duplication.
- Image and Video Annotation.

Technolica Africa   **May 2023 – October 2023**

IT Officer

Key responsibilities

- Conduct computer hardware maintenance and updates.
- Develop and implement IT policies and procedures.
- Conduct regular security checks and virus cleaning.
- Create an interactive learning environment for computer literacy.

ICT solutions   **November 2022 – may 2023**

IT manager

Key responsibilities

- Provide comprehensive technical support for software, hardware and network issues.
- Installed and configured computer system hardware and software.
- Conducted regular maintenance and troubleshooting of IT systems.
- Evaluated and optimized system performance for enhanced efficiency.
- Collaborated with team members to ensure smooth operations.

Education

Chuka University – Bachelor in Applied Computer Science   **September 2018 - October 2022**

Chesamisi High School – Kenya Certificate of Primary Education   **January 2014 - December 2017**

Anajali Primary School – Kenya Certificate of Primary Education   **January 2008 – December 2013**

Skills & Abilities

- ✓ **HTML**
- With a strong understanding of structuring web content for responsiveness and accessibility. Skilled in creating well-organized, sematic code to enhance user experience and optimize website development.

- ✓ **CSS**
- With experience in styling and layout design to create visually appealing and responsive web interfaces.

- ✓ **JAVASCRIPT**
- Experience in building dynamic and web interactive web applications. Skilled in event handling and integrating APIs to enhance functionality and user experience.

- ✓ **TECHNICAL SUPPORT**
- Providing troubleshooting, system maintenance and user assistance to ensure seamless IT operations. Skilled in diagnosing hardware and software issues, configuring systems and delivering effective solutions to enhance productivity.

- ✓ **SQL**
- Experienced in database design, querying and data manipulation. Skilled in writing optimized queries, managing relational database and ensuring data integrity for efficient storage and retrieval.

CERTIFICATION

- o Basic Computer Packages
- o Emotional Abuse of Children Prevention and Response
- o Overview of Protection and Safeguarding
- o New Digital and Internet Literacy Course
- o Performance Management and Evaluation
- o Advanced Excel
- o AI200:VideoPolygons
- o Cybersecurity Awareness
- o Team work, Team Building and Team Management
- o Information Security, Acceptable Usage and NDA Requirements
- o 10 Google Sheets Formulas Every DC Data User Needs