

CURRICULUM VITAE

Career Objective

Seeking a highly rewarding career where I can use my skills and knowledge for organizational and personal growth.

Career Summary

Result-driven and motivated ICT professional well – versed in ICT user Support, network support. Proven ability to assist with the day to day running of an IT department and its business IT systems. Passionate junior Android developer with a strong interest in mobile app development. On one year of learning experience in the Android development industry with a focus on creating user-friendly and intuitive apps. Skilled in Kotlin, and Android Studio.

Work Knowledge /Experiences:

COMPANY: **KUNE FOOD LAB- Kenya**

POSITION: **TECH EXCELLENCE ASSOCIATE**

DURATION: **November 2021 to August 2022**

Duties and Responsibilities

- IT Support, Consulting, Computer Networking, Servicing, Configurations and Maintenance
- Monitored and maintained POS (Point of Sale) and KDS (Kitchen Display System)
- Support different departments on customer order escalations.
- Managing the POS and ordering system by updating new meals, cost and condiments.
- Training of staff on new and existing Kune software.
- Install and maintain Kune network infrastructure
- Maintain and update tech equipment records and conduct monthly check-ups.

COMPANY: **MINISTRY OF FOREIGN AFFAIRS - Kenya**

POSITION: **ICT SUPPORT (INTERN)**

DURATION: **Dec 2018 to July 2019**

Duties and Responsibilities

- Installed and configured computer hardware operating systems and applications.
- Monitored and maintained computer systems and networks.
- Computer Repairs and Troubleshooting.
- IT Support, Consulting, Computer Networking, Servicing, Configurations, and Maintenance.
- Took staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues Computer Hardware replacements.
- Assisting in the installation, updating and maintenance of antivirus and software's updates.
- Ensuring that servers, computers, switches, routers and other IT systems are working in good condition.
- Set up of new user accounts and profiles and dealing with password issues responding within agreed time limits to call-outs.

JANET ANNE MALIKITA
ICT Support| Android
Developer| Customer
Support

Email: janethmalikita@gmail.com

Mobile: +254721955068

[LinkedIn](#)

[GitHub](#)

Address

P.O Box 31101 – 00600
Nairobi, Kenya

Skills:

- IT skills
- Communication skills
- Analytical and Problem solving
- Computer programming language (Kotlin)
- Team oriented
- Organization and Planning
- POS inventory system operation

Achievements:

- Excellent IT skills
- In depth understanding computer programming language and ability to code
- Award
- Qualification gained
- Resolve 88% of tech issues and customers.

COMPANY: **SAMASOURCE-Kenya**
POSITION: **SAMA AGENT**
DURATION: **August 2017 to Dec 2018**

Duties and Responsibilities

- Verify entered data by reviewing, correcting deleting or re-entering data.
- Established policies by entering client information.
- Research products across several e-commerce platform
- Maintain data work requirements by following data program techniques, procedures as well as meeting.
- Kept clients satisfied with the company's services through managing projects.
- Performed any other duty as required or assigned.
- Received certificates of best Agent of the year 2017.

Other Positions Held

- ❖ January 2020 - October 2021: Community worker and volunteer at Madini Youth Foundation
- ❖ January 2016 - June 2017: Volunteer teacher at Magodo Complex Centre
- ❖ January 2014 - May 2015: Caretaker management at Lenana Suites Apartment
- ❖ January - April 2013 Intern at Kenya National Archives Kenya.

Educational Qualifications

- University Of Africa Nazarene 2012 - 2013
 - **Diploma in Information Technology**
- University Of Africa Nazarene 2011 - 2012
 - **Certificate in Information Technology**
- Bwiru Girls' high school 2002 - 2005
 - **Tanzania Certificate of Secondary School**

Professional Qualification and Training

- ❖ **2022: One Year Course:** Certificate of Android Associate Developer at **GOOGLE AFRICA DEVELOPER**
- ❖ **2020: Six Months Course:** CCNA - Certificate of completion at **UDEMY**
- ❖ **DEC 2019: ACP 9TH SUMMIT CONFERENCE:** Conference that held at KICC as an IT technician, ICT support and ICT assistant.
- ❖ **2017: Three Months Course:** Certificate of Research, image annotation, digital literacy, professional communication at **SAMASOURCE DIGITAL BASIC SCHOOL**

Declaration

I hereby declare that the above-mentioned details are true and accurate in the best of my knowledge, and if I am selected for service in your esteemed organization, it shall be my earnest endeavor to perform my duties up to your entire satisfaction.

Referees:

George Mwaura Ngigi
Software Developer,
Cellulant Group
Telephone no:
+254722333867
Email: gogesmwaura@gmail.com

Michael Yego
Head ICT,
Ministry of Foreign Affairs
Telephone no: +254 721368271
Email: myego@mfa.go.ke

Amos Cheruiyot
IT Business Analyst
Telephone no: +254712255539
Email: amoscheruiyot22@gmail.com