Jean Otieno Batista

Phone: [Your Phone Number] • Email: [Your Email Address] • Murang’a, Kenya

# Professional Summary

Motivated and hands-on IT enthusiast with strong foundational knowledge in networking, troubleshooting, and computer systems. Currently pursuing a degree at Murang’a University with practical experience using Cisco Packet Tracer and an interest in real-world ISP infrastructure and cybercafé operations. Eager to apply skills to support local businesses and gain industry experience.

# Skills

* • Networking & LAN/WAN configuration (Cisco Packet Tracer certified)
* • Fiber optic fundamentals
* • PC/software troubleshooting
* • Customer service & basic tech support
* • Printer/Scanner operations
* • HTML, CSS, PHP (basic)
* • Teamwork & communication

# Education

Bachelor of Science in Computer Science (Ongoing)  
Murang’a University of Technology  
Expected Completion: [Year]

# Certifications

• Cisco Packet Tracer (Certificate attached)

• [Add others if available – e.g. Soft Skills, Computer Literacy]

# Experience

Cybercafé Assistant (Freelance / Informal Support)  
Murang’a Town — 2024

- Helped customers troubleshoot devices, access services

- Assisted in maintaining systems and internet uptime

- Advised users on safe browsing and file management

Student Networking Projects

- Designed sample LAN topologies

- Simulated routing and switching tasks using Cisco Packet Tracer

- Assisted classmates with practicals and tech-related tasks

# References

Available on request