

GEOFFREY MUHIA KIMANI

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PERSONAL PROFILE

A motivated, adaptable and responsible computing graduate seeking position in your company which will utilize the profession and technical skills developed through past work experiences in the field. I have a methodical, customer focused approach to work and a strong drive to seeing things through to completion.

CAREER HISTORY

(Jan 2023- To date). Research Assistant.

Duties

- Conduct research experiment.
- Data collection.
- Analyze data and summarize results.
- Performing interviews and questionnaire.
- Preparing progress reports.
- Performing Qualitative and Quantitative research.
- Interviewing FGDs and KII interviews.
- Performing interviews to service providers through phone calls.
- Data entry.
- Data collection.
- Performing on safeguarding forums.

(Nov 2020 _Dec 2021)

The Rule Entertainments

Duties

- Assist customers with downloads, printing, scanning, attaching and emailing documents.
- Monitor use of computers and media equipment.

(May 2019_Oct 2020) Kavison Consultants

Customer Service

Duties

- Handled calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant production information and cancelling services.
- Provided accurate and appropriate information in response to customer inquiries.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
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EDUCATION

(2019-2020)

Udemy

Cyber Security Awareness

Certificate

(2018-2019) Kavison Consultants Computer College

Certificate in Computer Packages and Maintenance

(2014-2017) Gatunguru-Kariara High School

Kenya Certificate of Secondary Education

(2005-2013) Gatura Primary School

Kenya Certificate of Primary Education

KEY SKILLS AND COMPETENCIES

- Problem solving by applying logical and lateral thinking to issues and then coming up with a viable solution.

- Customer orientation and ability to adapt/respond to different types of characters.
- Excellent communication and presentation skills.
- Fluent in English and able to convey an articulate message's in verbal, written and electronic form.
- Ability to multi-task, prioritize, and manage time effectively
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- Good in building relationships across different levels and with people from all social or cultural backgrounds.
- I have basic skills on systems and network security.
- I have basic skills in coding, data analysis and network security.
- Computer proficiency, knowledge of operating systems and of basic IT troubleshooting.

REFEREES

1. Mary Wairimu

Director Kavison consultants

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2. Idah Mwathiki

Manager Rule Entertainments

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