

JOHN WALTER OWINO

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Portfolio: <https://johnwalter.netlify.app>



Personal Profile

Sharp, dedicated with diverse knowledge in Information Technology in a competent, efficient, safe and professional manner, I am a fast learner with a strong ability to work independently. Core competencies include diagnosing and fixing problems or potential problems within a network and its hardware, software and computer systems and technical support. Seeking a challenging position where I can utilize my expertise to contribute to the success of the organization and further enhance my skills

Skills

- Proficient in managing and maintaining website using CMS platform i.e. WordPress.
- Experienced in content creation, design updates, and troubleshooting technical issues.
- Proficient in design tools like Adobe Creative Suite (Photoshop, Illustrator, InDesign) and other design tools like Canva
- Technical support: Proficient in windows operating systems, including installation, configuration and troubleshooting.

Work History

Technical Support Intern – 07/2022 to 07/2023

National Social Security Fund, Kisumu Branch

- Supported the design and implementation of internal communications materials, including graphics for reports, presentations, and social media platforms.
- Assisted in setting up and configuring new workstations for employees.
- Conducted regular backups of important data and assisted in disaster recovery procedures.
- Performed routine system maintenance, including software patches and configuration changes.
- Provided technical support for internal and external users, troubleshooting hardware and software issues to ensure smooth operations.
- Provided technical support to end-users via phone, email and in-person, resolving hardware and software issues.

Education

Diploma in Information Technology:

KCA University – 2021

Kenya Certificate of Secondary Education:

Lions High School – 2018

Technical Support Intern – 01/2021 to 05/2021

Uzima University, Kisumu

- Created visually engaging reports on IT support issues, utilizing graphic design tools to enhance clarity and presentation.
- Collaborated with IT staff to maintain network performance, enabling uninterrupted access to digital for administrative purposes.
- Provide user support in setting up and conducting user training for all relevant IT platforms.
- Diagnosed and resolved system and hardware errors efficiently to minimize downtime and ensure smooth operations.
- Configured a small Local Area Network (LAN) for a classroom environment, ensuring seamless network connectivity and file sharing.

Reference

1. Pamphili Mulima

Organization: National Social Security Fund

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2. Noah Amoke

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