JOY WANZA KASYOKI

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NAIROBI, KENYA

OBJECTIVE:

To secure a position in the technology field, where I can leverage my technical expertise, strong interpersonal skills and passion for innovation to drive organizational success and contribute to dynamic, client-focused solutions

PROFESSIONAL PROFILE:

I am a collaborative and adaptable professional who excels at building strong relationships with colleagues and clients through approachable communication, receptiveness to feedback, and a commitment to teamwork. My strengths lie in problem-solving, customer service and fostering long-term partnerships, which I believe are essential for career success. With a deep interest in technology and customer care, I am eager to advance in the software sector, deepening my knowledge of emerging advancements while applying my interpersonal skills to deliver impactful, user-centric solutions.

EDUCATION:

Cooperative University: September 2023 – Ongoing

Bachelors Degree in software engineering

KCA University: September 2021 – September 2023

Diploma in Information Technology

St. Mary's Thigo: January 2017 – November 2021

WORK EXPERIENCE:

Provided hands-on IT support in a high-stakes judicial environment, leveraging my strengths in troubleshooting, communication and client relations to resolve issues efficiently and ensure system reliability.

Field of Expertise: Specialized in IT consulting, hardware/software diagnostics, network configuration and system performance analysis, with a focus on judicial systems and user support. Demonstrated expertise in integrating technical solutions with customer service to enhance operational efficiency.

Key Responsibilities and Achievements:

1) Diagnosed and resolved hardware and software issues for entire building.

2) Set up and optimized computer networks, ensuring seamless connectivity for the Judicial Service Commission System and supporting remote access for legal professionals.

3) Assisted clients with IT-related problems, including software glitches and network disruptions, while providing clear, empathetic guidance to non-technical users, resulting in high client satisfaction and positive feedback.

4) Monitored and tracked daily system performance, conducting in-depth analyses to identify bottlenecks and recommend improvements, such as software updates that enhanced data processing speed.

5) Delivered technological support to staff, troubleshooting operating systems, applications and network issues and collaborated with cross-functional teams to implement solutions that minimized disruptions.

Strengths Demonstrated: Excelled in analytical thinking and rapid problem-solving under pressure, combined with excellent verbal communication to explain technical concepts to diverse audiences. Built strong professional relationships, fostering trust and long-term support channels.

Future Aspirations: This experience solidified my passion for software engineering and IT support. I aim to major in software development roles within dynamic tech organizations, where I can integrate my technical expertise with customer service skills to innovate solutions, such as user-friendly applications or scalable systems.

CO-CURRICULAR ACTIVITIES:
Church Volunteer Coordinator
Citam Karen Church
February 2022 – Present

Served as a coordinator for toddler activities, organizing events and leading a team of volunteers to create engaging, safe experiences for young children.

Demonstrated leadership, teamwork and adaptability by collaborating with church members, managing schedules and ensuring smooth operations, which enhanced my ability to work in group settings and support community needs.

HOBBIES:

Technology enthusiast.

Passionate about exploring tech advancements, from dissecting device specifications to staying updated on innovations like AI and cloud computing. This hobby has deepened my technical knowledge and fueled my interest in software engineering, where I aim to contribute to cutting-edge developments.

Hiking and Outdoor Activities

Enjoy hiking challenging trails, such as Mt. Longonot, and relaxing strolls in nature, which promote physical well-being and mental clarity. Participated in team-building hikes that built camaraderie and problem-solving skills, transferable to collaborative tech projects.

Skills

Technical: Proficient in Microsoft Office Suite, Adobe Creative Suite, and social media platforms . Skilled in Java programming, network setup, and system troubleshooting.

Soft Skills: Excellent written and verbal communication, with a focus on client-facing interactions, ability to work collaboratively in cross-functional teams, strong analytical and problem-solving abilities honed through IT support and coursework.

Other: Deep interest in emerging technologies, customer service excellence and outdoor activities that enhance resilience and creativity.

REFERENCES:

1. Mr. Geoffrey Rumbe
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