

CURRICULUM VITAE

JOY WANZA KASYOKI

MOBILE NO. +254 757036091

EMAIL ADDRESS:
wanzajoy123@gmail.com

NAIROBI, KENYA

Objective:

To obtain a position in the field of technology where I can utilize my skills and experience to contribute to the success of a dynamic organization

Professional profile:

I am a team-oriented individual who easily builds strong relationships with people around me. Colleagues and clients find me approachable, easy to communicate with, and receptive to feedback and direction. I believe that success in any career depends greatly on one's ability to relate well with others, which is why I consistently strive to create positive professional connections.

In addition, I have a keen interest in customer care services, as I value providing excellent support, ensuring client satisfaction, and fostering long-term relationships. My career aspiration is to grow professionally in the dynamic world of technology, particularly in the software sector, where I aim to deepen my knowledge of technological advancements while also applying my interpersonal and customer service skills to deliver meaningful 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:

Milimani Law Courts: July 2023 – September 2023

Attachment based period under the ICT Department.

Attached as an IT consultant and technician. My roles were:

- Troubleshooting and diagnosing computer hardware and software
- Setting up computer networks
- Assisting clients with IT-related problems in relation to the Judicial Service Commission System
- Track and monitor day by day performance of the system
- Conducting analysis of the system with the goal of improving the system

- Provision of technological support to staff which included troubleshooting operating systems, applications and network issues.

Relevant coursework: Principles of Computer Support, Network Design and Set Up, Human Computer Interaction, Fundamentals of Computer Networks, Java Programming and Customer Service and Communication Skills, among others.

Co-curricular activities

Volunteering at my church as a helper February 2022- Present.

I enjoy serving others and being a help whenever I can and volunteering at Citam Karen has enabled me to do that. The role of a coordinator regarding the toddlers. The team that I work closely by are members of the church who also enjoy their role as much as I do.

HOBBIES

Technology enthusiast.

I appreciate spending time to learn more and more about any advancement that has been made in the tech world. While the average person would look at a device such as a phone or laptop casually, I would dive into the exact specifications of the device and look at it in an entirely different spectrum. I find it quite satisfying to know and understand the key components that build up a “fast and efficient” device. Through this I have learned quite a handful amount of information that I find quite entertaining and informative.

Hiking/ Outdoor activities.

As much as I do enjoy technology, I ever so appreciate the outdoors experience. I find it quite relating to go for hiking activities that familiarize myself with the outdoors and nature. I have hiking up Mt. Longonot among others that I found quite rewarding. Another outdoor activity I find quite relaxing is sauntering, which is taking time to appreciate nature as it is in its element. I have also partaken in several teambuilding activities that I found quite fun.

Skills:

Proficient in Microsoft Office Suite, Adobe Creative Suite, and social media platforms
 Strong interest in the already advancing technological world.
 Excellent written and verbal communication skills.
 Ability to work collaboratively with cross-functional teams.

References:

1. Mr. Geoffrey Rumbe
Lecturer and IT Consultant
KCA University
grumbe@kcau.ac.ke
Tel: 0720789445
2. Penrose Nkatha Mburia
Senior Administrator
The Cooperative University of Kenya
mburiap@gmail.com
Tel: 0701322200
3. Mr. Martin Nyoike
ICT Officer
Milimani Law Courts
Tel:0725619199

