SALOME NJOKI KUNGU

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PROFESSIONAL SUMMARY

Resourceful Administrative Associate and IT Help Desk Support Technician with a strong foundation in software engineering. Over two years of experience providing technical support, system maintenance, and administrative expertise. Proficient in managing IT assets, ensuring cybersecurity, and enhancing customer service, coupled with a proven ability to handle debt collection, audit preparation, and administrative tasks with accuracy and efficiency. Skilled in HTML, CSS, JavaScript, Python, and PHP, bringing a versatile skill set to both IT and administrative functions.

TECHNICAL SKILLS

- **IT Support & Cybersecurity**: Proficient in remote desktop tools (Any desk, TeamViewer), user training, bi-annual system maintenance, and cybersecurity (2FA implementation).
- **Reporting & Data Analysis**: Experienced in tracking sales trends, customer debt analysis, and inventory assessments. Skilled in quarterly and annual reporting with attention to detail.
- **Data Visualization & Tools**: Strong proficiency in Microsoft Excel and internal data systems for efficient reporting and data communication
- **Software Engineering**: HTML, CSS, JavaScript, Python, PHP
- **Data Management**: Microsoft Excel (advanced for asset management and reporting), Microsoft Office Suite
- **Customer Service & training**: Troubleshooting (hardware/software issues), training new staff on Mac systems, maintaining professional communication

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WORK EXPERIENCE

Administrative Associate / IT Support Associate
Savana Seeds / Technisem
December 2022 – Present

- Provided remote and on-site technical support for company laptops, troubleshooting software and hardware issues with a 95% resolution rate.
- Trained new employees on Mac laptops and ensure the proficiency of new employees in company systems.
- Generate weekly, monthly, and annual reports to track sales, customer debts, and overall financial performance; deliver insights to inform business planning.
- Strengthened cybersecurity through two-factor authentication (2FA) across devices, reducing data breach risks.
- Perform bi-annual system maintenance and updates, contributing to reliable reporting and minimizing system disruptions.
- Managed executive communications, event planning, and calendar management to optimize time efficiency.

Achievements:

- **Debt Reduction**: Reduced customer debt discrepancies by identifying trends and improving collection processes.
- **Audit Support**: Supported quarterly audits, increasing reporting accuracy and data reliability to 100%.

Office / Sales Administrator
Ng'ombe Feeds Limited
July 2021 – July 2022.

- Oversaw all office technology maintenance and repairs, coordinating with vendors for consistent system performance
- Managed budgeting and bookkeeping for internal use, preparing financial reports and presentations
- Coordinated vendor communications, budgeting for IT resources, and technology support for office events.
- Streamlined administrative functions, trained staff, and enforced compliance with office technology use policies.

Achievements:

- Employee Retention: Improved retention rates by 30% through structured evaluations and recognition programs, boosting team morale and productivity.
- Inventory Management: Partnered with department heads to optimize inventory tracking and align resources with weekly production targets, achieving operational goals.

PROJECTS

Online Movie Ticketing System

- Developed a prototype for an online movie ticketing platform as part of a final-year project, utilizing PHP, HTML, CSS, and JavaScript.
- Designed user-friendly booking functionalities, supporting secure user authentication and payment processes.

EDUCATION

Bachelor of Science in Business Information Technology
Kiriri Women's University of Science and Technology

Software Engineering Certificate
Power Learn Project
In Progress

CERTIFICATIONS

- **Foundation Certificate in Basic Cybersecurity** - Cisco, Aug 2023
- **Customer Service Certificate** - Yapha Academy, Dec 2022
- **Fundamentals of Digital Marketing** - Google Digital Garage, Oct 2020

TRAINING & CONFERENCES

- **Green Digital Skills** - INCO Academy, Jan 2024 – Feb 2024
- **Cybersecurity Fundamentals** - Women Techsters, Sep 2022 – Oct 2022

REFERENCES

Available upon request.