

Peter Mwinzi Kimanzi

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Personal Profile

Highly dedicated and skilled IT Support professional having in-depth knowledge and experience in Information systems technologies. I am competent in assisting with the day to-day running of an IT department. I am committed to finding innovative solutions to a variety of IT problems, such as knowledge of systems administration, software and hardware expertise coupled with providing technical expertise for Information Technology network design, implementation, optimization, and upgrade. I possess a great desire and drive to prosper in all work that I venture into. I am committed to driving continuous growth and innovation through my expertise, dedication and proactive approach.

Education

2017 - 2022

Bachelor of Science in Computer Science

St. Pauls University

2013 - 2016

Kenya Certificate of Secondary Education

St. Thomas Aquinas Katheka Boys High School

Professional Qualifications

- **AUGUST 2024:** Customer Relationship Management; HP FOUNDATION
- **JUNE 2024-PRESENT:** CISCO Certified Network Associate; Jomo Kenyatta University Of Agriculture and Technology
- **JANUARY 2024:** ICT Networks Standards; ICT Authority of Kenya
- **JANUARY 2024:** ICT Governance Standards; ICT Authority of Kenya
- **JANUARY 2024:** Systems and Applications Standards; ICT Authority of Kenya
- **AUGUST 2023:** Network Support and Security; Cisco Networking Academy
- **JULY 2023:** Operating Systems Basics; Cisco Networking Academy
- **JUNE 2023:** Digital Literacy; Cisco Networking Academy
- **JUNE 2022:** Certificate In Computer Networking; Regional Centre Training Institute
- **APRIL 2021:** CompTia A+ Certification; Computer Pride Institute
- **DECEMBER 2020:** Computer Hardware Maintenance; Inceptor ICT Centre
- **DECEMBER 2020:** Mobile Hardware Maintenance; Inceptor ICT Centre
- **JULY 2018:** Diploma In Hardware Maintenance; Computer Training Centre Kitui
- **APRIL 2017:** Diploma In Computer Applications; Computer Training Centre Kitui

Skills

- **Software and hardware expertise:** Excellent skills at using antivirus software and tools to eliminate viruses, spyware, and other malware, as well knowledge of how to differentiate between good and bad files
- **IT Skills:** Ability to and experience in handling desktop administration, software and hardware maintenance, and exchange server maintenance.

- **Analytical Skills:** The ability to visualize, articulate, and solve both complex and complicated problems and concepts and make decisions that make sense based on all available information.
- **Communication Skills:** Excellent verbal and written communication skills with the ability to communicate effectively with all levels in varying areas of IT.
- **Adaptability:** Quickly adaptable to new technologies and methodologies
- **Teamwork:** Collaborating effectively with team members to achieve project goals.
- **Time Management:** Prioritizing tasks based on deadlines and importances.
- **Flexibility:** Capacity to fit into any environment, and adapt to new situations and challenges and willingness to learn new skills and technologies.

Work Experience

MAY 2021 - APRIL 2023

CEE-DAVY COMMUNICATIONS

Position: IT SUPPORT

Key Achievements:

- **PROPOSED, DESIGNED AND IMPLEMENTED A NEW NETWORK STRUCTURE**

Responsibilities:

- Responded to faults in networks to rapidly restore connectivity and prevent unnecessary downtimes.
- Performed a wide range of network administration duties including debugging, upgrades, general support, overseeing the installation and maintenance of computer network systems within the company
- Evaluated and installed proper hardware and software necessary to keep the network functioning properly in the organization
- Worked closely with fellow employees to resolve problems in response to end user reported incidents
- Researched, evaluated and recommended technologies to support business requirements
- Documented IT processes and support interactions for future reference.
- Conducted user training on IT systems and best practices.

MAY 2023 – OCTOBER 2023 KIMTECH SOLUTIONS

Position: TECH SALES ENGINEER

- **TECH SALES-** Analyzed client needs, recommended and selling the best products & services to meet their needs
- Diagnosed and Resolved software and hardware issues by installation, configuration and upgrading of desktop and laptop components for clients
- **Mobile Hardware Maintenance-** Diagnosed and fixed hardware and software issues on smartphones i.e Screen Repairs, Battery Replacement and system upgrades.
- **Computer Hardware Maintenance,** i.e fixed hardware and software issues on laptops and computers, Motherboard Repairs and Replacement
- Provided pre-sales technical assistance and product education to potential customers through presentations, demos and discussion.
- Provided post-sales technical support, including training, troubleshooting, and ongoing assistance to ensure successful implementation and usage of products.
- Conducted market research to identify potential customers and target demographics.

Position: HELP DESK SUPPORT

- Provided first-line technical SUPPORT and assistance to customers, clients, or internal users regarding software, hardware, network, and system-related issues.
- Escalated unresolved issues to higher-level support or specialized teams and follow up until resolution.
- Collaborated with cross-functional teams to identify and implement solutions that enhance technical support services and user experience.
- Managed incoming phone calls and provided a timely and effective response to client inquiries and support requests, Customer Interaction, Communicating with clients to understand and solve the issue they're facing.
- Served as a liason between the helpdesk and other departments, relaying messages and ensuring effective communication.

Interests

- Building and assembling Computers, Mobile Hardware Repair, Tech sales, IT Confrencing and meetups, Learning new technologies, Hardware Tinkering.

Referees

Wilberforce Kasyoki
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