

PETER BARASA

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PROFFESIONAL SUMMARY

I am a highly skilled In Information Technology Support Specialist with an experience of 1+years of experience in analyzing, annotation, web research, and data entry. With a proven track record of identifying and addressing areas of improvement, providing feedback, and delivering quality results. Strong attention to detail, communication, and interpersonal skills. I am proficient in Microsoft Office, i.e MS Excel, and project management tools.

OBJECTIVE

My career objective is to maximize my team-leading experience in a challenging environment. Seeking to embark on a dynamic career in the field of Information Communication Technology, I aspire to contribute my technical expertise and creative problem-solving abilities to an innovative organization.

EXPERIENCE

OCTOBER 2023 TO JANUARY 2024

ICT SUPPORT STAFF (ATTACHÉ), KENYA NATIONAL HIGHWAYS AUTHORITY (KENHA) NAIROBI

- Provided technical support for hardware, software, and network issues at Kenya National Highways Authority (KENHA).
- Conducted regular system maintenance to optimize functionality.
- Assisted users with IT systems and applications.
- Contributed to network security enhancements.
- Actively participated in troubleshooting tasks.
- Managed hardware and software installations and configurations.

JANUARY 2022 TO JULY 2022

AGENT, SAMA SOURCE KENYA LIMITED- NAIROBI

- Data annotation and meeting KPIs
- Image and video annotation using AI machine language

January 2021 to December 2021

Sales Agent & Promoted to Management Level-Kakamega

- Collaborated with operations to ensure the best standards were revised and updated
- Provided feedback and recommendations on recurring and widespread gaps
- Maintained an up-to-date record of individual's quality performance for use in
- performance reviews.

EDUCATION

JANUARY 2023

DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY,
NAIROBI TECHNICAL TRAINING INSTITUTE

Awarded with transcripts for Diploma from The National Examination Council.

SEPTEMBER 2018 – JULY 2020

CERTIFICATE IN INFORMATION COMMUNICATION TECHNOLOGY,
KITALE NATIONAL POLYTECHNIC

Awarded with Certificate in Information Communication Technology.

JUNE 2018 TO AUGUST 2018

CERTIFICATE IN COMPUTER PACKAGES, EXCELLENCE COMPUTER
SOLUTION

Awarded with certificate in all the computer packages.

SKILLS

- Business management skills as a sales manager
- Virtual assistant
- Strong Administration and ICT experience
- Software Proficiency
- Network Troubleshoot
- Personal Traits

LANGUAGES

English

Kiswahili

Luhya