

LINET WANJIRU MUCHIRI

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CAREER SUMMARY

An intellectually curious and self-motivated Information Technology graduate with passion for technology seeking a meaningful role to begin a career in Information Technology and make a positive impact on customer experience. Seeking a challenging position in a reputable organization to expand and utilize my knowledge. Willing to learn and grow through continuous personal and professional development.

EDUCATION

August 2017-December 2021:

Bachelor of Science in Information Technology
Murang'a University of Technology
Second Class Honours (Upper Division)

EXPERIENCE

December 2022 – December 2023:

Direct Sales Representative
KCB Bank Kenya Limited, Chogoria Branch

Responsibilities:

- Achieved 120% of sales target within the first quarter.
- Implemented new sales strategies that increased customer retention by 15%.
- Managed a portfolio of clients, developed sales strategies, and executed marketing campaigns to drive sales growth.
- Provided customized solutions to meet customer needs, negotiated contracts, and closed deals to meet and exceed sales targets.
- Collaborated with internal teams to ensure customer satisfaction and resolving customer concerns and issues in a timely manner.
- Participated in sales training and actively improving product knowledge to enhance sales techniques.

July 2022 - August 2022:

**Election Polling Clerk
IEBC, Karatina**

Responsibilities:

- Assisted voters with the registration process, verifying identification, and ensuring compliance with election regulations.
- Maintained accurate records and handled sensitive information with confidentiality and professionalism.
- Collaborated with election officials and team members to ensure smooth and efficient polling operations.
- Collected and counted ballots and ensured accuracy.
- Reporting and updating of the voters' register status.

May 2022 – July 2022:

**Cyber Assistant
High-tech Cyber Cafe, Murang'a**

Responsibilities:

- Troubleshoot computer problems, hardware, and software.
- Provided proficient customer service to ensure a positive experience for customers at the cyber cafe.
- Processed payments and ensured accurate account reconciliation.
- Assisted customers with technical issues, such as computer malfunctions, network connectivity problems, and software support.
- Administered and managed user accounts, ensuring the security and privacy of customer data.

May 2024 – To Date:

**ICT Intern
Ministry of Education, Mathira East Sub-County**

Responsibilities:

- Integrating ICT in education.
- Implementing new learning strategies that has increased learning outcome by 15%.
- Assisting ICT teachers with technical issues, hardware and software maintenance.
- Registration and updating learners' details in the Nemis and CBA Portal.
- Data entry and network administration.
- Training ICT teachers on various learning platforms and actively improving knowledge to enhance learning.

HARD SKILLS

- Microsoft Office
- Windows 7, 8, 10
- Software Installation and Hardware
- Network Configuration
- Computer Networking
- Operating Systems
- Programming Languages; CSS, HTML, Python, JavaScript, Java
- Security
- Equipment Maintenance and Repair
- User Support

SOFT SKILLS

- Interpersonal Skills
- Analytical
- Communication
- Problem Solving
- Teamwork and Collaboration
- Multitasking
- Negotiation

REFEREES

Nicholus Nzula

Branch Manager

KCB Bank Kenya Ltd, Chogoria Branch

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