

LINET MUCHIRI

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Karatina, Kenya | +254792228010

PROFESSIONAL SUMMARY

Detail-oriented IT graduate with hands-on experience in ICT support, network administration, and customer service. Proven ability to troubleshoot hardware/software issues, implement technical solutions, and deliver excellent user support. Certified by Cisco Networking Academy with a strong foundation in networking and IT systems. Seeking an entry-level IT role to leverage technical skills and contribute to organizational efficiency.

WORK EXPERIENCE

ICT Intern

May 2024 - Present

Ministry of Education | Karatina, Kenya

- Providing technical support to 50+ teachers, resolving 90% of hardware/software issues.
- Assisting in configuring and maintaining 40+ workstations, improving system uptime by 25%.
- Conducting network troubleshooting, reducing connectivity issues by 40% across 30+ schools.
- Training 15+ teachers on cybersecurity best practices, minimizing security incidents by 30%.

Direct Sales Representative

December 2022 - December 2023

KCB Group | Chogoria, Kenya

- On-boarded over 500+ customers to KCB's digital platforms, contributing to a 30% increase in regional digital adoption.
- Consistently achieved 120% of monthly sales targets by promoting mobile banking and account services.
- Delivered group training sessions to 200+ customers, boosting usage of mobile and internet banking features.
- Resolved an average of 40+ client technical queries weekly, ensuring high customer satisfaction levels.

CORE SKILLS

Networking: LAN/WAN, TCP/IP, Router Configuration, VPN

Database: SQL, MYSQL

Hardware/Software Support: Windows OS, Microsoft Office

Programming: Python, HTML/CSS

Cybersecurity: Basic Threat Detection, Firewall

Soft Skills: Problem-Solving, Team Collaboration, Communication, Analytical Skills, Time Management, Interpersonal Skills, Organizational Skills

EDUCATION

Murang'a University of Technology

August 2017 - December 2021

Bachelor of Science Information Technology

Courses: Network Administration, Database Management, Programming, System Analysis and Design

GPA: Second Upper Class Honors

CERTIFICATES

Networking Basics

Cisco Networking Academy

Introduction to Cybersecurity

Cisco Networking Academy