

LINET MUCHIRI

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PROFESSIONAL SUMMARY

Detail-oriented IT graduate with practical experience in ICT support, network administration, and customer service. Skilled in diagnosing and resolving technical issues, optimizing systems, and delivering user-focused solutions. Cisco-certified with a strong foundation in networking, databases, and cybersecurity. Proficient in IT support, system administration, and troubleshooting, with hands-on exposure to Active Directory, Windows Server, SQL databases, and ticketing systems. Eager to contribute technical expertise to improve organizational efficiency in an entry- or mid-level IT role.

PROFESSIONAL EXPERIENCE

ICT Intern

Ministry of Education – Karatina, Kenya | May 2024 – Present

- Providing technical support to 30+ staff, resolving 90% of hardware/software issues promptly.
- Configuring and maintaining 40+ workstations, improving system uptime by 25%.
- Conducting network troubleshooting across 30+ schools, reducing connectivity issues by 40%.
- Trained 15+ staff on cybersecurity best practices, cutting security incidents by 30%.
- Administering user accounts and permissions through Active Directory, ensuring secure access control.
- Supporting installation and updates of Windows OS, Microsoft Office, and antivirus solutions, improving system compliance.
- Assisting in database management (SQL/MySQL) for education records, reducing data retrieval time by 20%.
- Collaborating with ICT officers to implement backup procedures and strengthen data recovery processes.

Direct Sales Representative

KCB Group – Chogoria, Kenya | December 2022 – December 2023

- On-boarded 500+ customers to digital banking platforms, increasing regional adoption by 30%.

- Consistently exceeded sales targets, achieving 120% average performance.
 - Delivered group training sessions to 200+ customers, boosting mobile & internet banking usage.
 - Resolved 40+ technical queries weekly, maintaining high customer satisfaction.
 - Promoted KCB's loan and savings products, contributing to a 15% growth in branch revenue within one year.
 - Built and maintained strong client relationships, resulting in a 25% increase in repeat business referrals.
 - Collaborated with the IT support team to troubleshoot mobile banking issues, reducing escalations by 20%.
 - Collected and analyzed customer feedback, providing insights that improved digital adoption campaigns and raised uptake by 15%.
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CORE SKILLS

- **Networking:** LAN/WAN, TCP/IP, Router Configuration, VPN
 - **Databases:** SQL, MySQL
 - **Hardware/Software Support:** Windows OS, Microsoft Office
 - **Programming:** Python, HTML/CSS
 - **Cybersecurity:** Threat Detection, Firewalls (Basic)
 - **Soft Skills:** Problem-Solving, Collaboration, Communication, Analytical Thinking, Time Management
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EDUCATION

Bachelor of Science in Information Technology

Murang'a University of Technology | Aug 2017 – Dec 2021

- Second Class Upper Honors
 - **Key Courses:** Network Administration, Database Management, Programming, Systems Analysis & Design
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CERTIFICATIONS

- Networking Basics – *Cisco Networking Academy*
- Introduction to Cybersecurity – *Cisco Networking Academy*