

Linet Muchiri

ICT Intern

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Karatina, Nyeri, 119-10101, Kenya | 0792228010*

Enthusiastic IT major with a solid foundation in programming. Eager to apply technical skills and passion for technology in a dynamic technology industry, aiming to contribute to cutting-edge projects while gaining practical experience and grow into a full-time IT Specialist.

Work Experience

ICT Intern

Jun 2024 - Present

Ministry Of Education | Karatina, Nyeri

- 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.

Freelance Graphic Designer and Web Developer

Oct 2022 - Present

| Karatina, Nyeri

- Designed brand identity assets including logos, posters, and marketing collateral for small business clients.
- Developed and launched a new website using WordPress, improving site speed and functionality.
- Collaborated with clients to develop user-friendly projects meeting all requirements.
- Delivered project on time and within budget, receiving positive feedback from clients.

Direct Sales Representative

Dec 2022 - Dec 2023

KCB Group | Chogoria, Tharaka Nithi

- Achieved 120% of sales target within the first quarter.
- Implemented new sales strategies that increased customer retention by 15% and a 10% increase in upsell opportunities.
- 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.

Polling Clerk

Jul 2022 - Aug 2022

IEBC | Karatina, Nyeri

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 guarantee smooth and efficient polling operations.
- Collected and counted ballots and verified accuracy.

- Reporting and updating of the voters' register status.

Cyber Assistant

May 2022 - Jul 2022

High-Tech Cyber Cafe | Murang'a Town

- Troubleshoot computer problems, hardware, and software.
- Provided proficient customer service to propel a positive experience for customers at the cybercafé.
- Processed payments and confirmed 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.

Core Skills

Hardware Repair and Maintenance, Operating Systems, Microsoft Office, Programming, Analytical Skills, Teamwork, Problem Resolution, Graphic Design, Customer service, Technical Support

Education

Murang'a University of Technology

Aug 2017 - Dec 2021

Bachelor of Science Information Technology

GPA Second Upper Class Honors

Languages

English (*fluent*), **Swahili** (*fluent*)

Certificates

Networking Basics

Jul 2023

Cisco Networking Academy