



SHEDRACK MUTISO

shedrackmutiso.sk@gmail.com

IT Support Technician | Administrative
IT

+254790207245

Nairobi, Kenya

Dynamic IT Support Specialist with over a year of experience in administrative IT roles, committed to delivering exceptional technical assistance. Proficient in IT support and troubleshooting, system administration, and help desk operations, ensuring seamless functionality across technology platforms. Recent academic accomplishments in Information Technology enhance the ability to address complex issues effectively. Dedicated to fostering collaboration within teams while prioritising user satisfaction through innovative problem-solving solutions. Eager to advance as an IT Support Technician, leveraging a solid foundation in technology and customer service to drive success.

Skills

IT Support & troubleshooting	System Administration & Security	Help Desk Operations
Security & Access Controls	Database Management	Informations Systems & IT Project Management
Networking & Digital Infrastructure	Office 365 & Productivity Tools	Full Stack Website Development
Office Administration	Knowledgeable in User Interface/ User Experience	Visual Design Skills

Employment History

IT Support Specialist | Administrative IT at Kenya News Agency (KNA), Nairobi, Kenya

September 2022 – December 2022

In the role of IT Support Specialist at Kenya News Agency, responsibilities included providing comprehensive technical support and administrative IT services. This involved addressing a variety of technical issues, maintaining IT systems, and ensuring that all technology functions smoothly within the organization. Active participation in system upgrades and user training sessions was a key part of the job, fostering a better understanding of IT resources among staff.

- Implemented effective troubleshooting procedures to resolve user issues promptly.
- Contributed to the optimization of IT systems, resulting in improved performance.
- Provided training and support to staff on new IT systems and tools.
- Maintained accurate documentation of IT processes and user support requests.
- Collaborated with the IT team to enhance overall service delivery.

IT Technician at Self Employed, Nairobi, Kenya

January 2024

- Trained new users on the use of IT systems, resulting in improved user productivity
- Implemented a system for inventory management and tracking of IT assets, resulting in improved asset management and cost savings
- Developed and implemented security protocols and procedures to ensure data protection
- Developed an automated system for user account creation and management that improved user onboarding process

Internships

IT Officer & Administrative Support at Kenya News Agency (KNA), Nairobi

September 2022 – December 2022

- Assisted users with IT-related issues and provided technical support
- Implemented IT help desk systems and tools, resulting in a 95% improvement in IT support response time
- Provided administrative support to management, resulting in improved efficiency in daily operations
- Implemented IT helpdesk systems and tools, resulting in a 95% improvement in IT support response time

Education

Diploma Information Technology, Mount Kenya University

September 2018 – August 2023

Computer Applications , Glory Institute - GB

January 2016 – December 2016

Languages

English

Swahili

Hobbies

Chess Travelling Photography