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| MOSES UHURU  IT SUPPORT |  |  |
| OBJECTIVE  To obtain a challenging IT Specialist position where my technical expertise, problem-solving abilities, and experience in managing IT systems can be utilized to optimize infrastructure, improve operational efficiency, and support business objectives. |  | Contact uhurumoses@gmail.com+254 705 211 276www.Musaworks.techNairobi, Kenya |
| Experience inbound customer service|CCI KenyaJan 2024 – Apr 2024 Managed inbound customer inquiries, resolving product and service-related issues to ensure customer satisfaction. Provided expert support on troubleshooting prepaid plans, billing concerns, and device-related matters. Collaborated with cross-functional teams to enhance service delivery and improve internal processes, leading to increased customer retention and loyalty. TIer 2 customer service|CCI KenyaAug 2023 – Dec 2023 Managed customer accounts, providing support for technical issues, billing inquiries, and complex order resolutions. Demonstrated strong problem-solving skills and maintained a high level of customer satisfaction through effective communication and conflict resolution. Collaborated with cross-functional teams to streamline processes and improve customer service strategies, contributing to enhanced overall customer experience and retention. IT Support Intern|AIC Health MinistyJan 2023 – July 2023 Provided technical support to staff, ensuring smooth operation of hardware and software systems. Assisted with the installation, configuration, and maintenance of IT infrastructure, including troubleshooting network issues and ensuring system security. Collaborated with senior IT staff to manage daily operations, contributing to efficient workflow and the overall functionality of the organization’s technology resources. | About Me  I am passionate about optimizing IT systems to ensure seamless performance and efficiency. I always strive to implement solutions that enhance functionality, improve security, and support the technological needs of the organization.  EDUCATION  KCA University, 2021-2023  Dip. Information Technology  SKILLS Quality Customer serviceProject managementNetwork Administation Server Administration  Front desk Administration |