

MARY MAGDALENA AUMA OTIENO

CONTACT

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Email:
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SKILLS

- IT Support and network troubleshooting
- Data analysis
- Microsoft office
- Social Media management
- Python|HTML|CSS
- Excel|outlook
- Cloud computing
- Network security
- Information security

LANGUAGES

- Kiswahili (Native)
- English (Fluent)

HOBBIES

- Researching and Up skilling
- Reading Tech related articles

REFEREES

Mr. Francis Hwanga
Director of ICT
Kenya News Agency
0723895297

Madam Ann Ondiba
Lecturer
Mount Kenya University
0705975808

Madam Josephine Kaloki
Principal
Strive & Excel College
0710260069

PROFILE SUMMARY

Highly skilled IT professional with experience in enhancing operational efficiency and implementing robust network solutions. Skilled in IT support, cloud computing, data analysis, Information security, cloud and network security. I am seeking to contribute my technical expertise and creative abilities in a dynamic work environment. Passionate about leveraging technology to achieve impactful results.

WORK EXPERIENCE

- BRAND AMBASSADOR FOR GEISHA | SMOLLAN LIMITED | Dec 2024 – Present**
- Monitored and analysed market, brand, and competitor performance, providing recommendations to enhance brand initiatives.
 - Engaged with potential customers, explained product benefits, and promoted brand loyalty through face-to-face interactions.
 - Monitored competitor activities and provided actionable insights to support strategic marketing decisions
 - Resolved customer concerns within company policy and educated customers through product demonstrations to increase satisfaction and sales
- ATTACHEE | KENYA NEWS AGENCY | May 2024 – Aug 2024**
- Led Operations at KNA library and improved efficiency by 60%.
 - Optimized newly acquired and relocated equipment improving efficiency by 70%.
 - Implemented a new network Infrastructure at KNA website reducing downtime by 40%.
 - Strengthened security systems, reducing cyber threats by 60%.
 - Installed operating systems and user applications, backed up data, and digitized and archived historical data.

EDUCATION

- Certificate In Cloud and Network Security** | Cybershujaa Program | United States International University-Africa MAY 2025-Present
- Certified Cloud Practitioner** | AJIRA Digital Program | eMobilis Technology Training Institute, FEB 2025 –MAY 2025
- Bachelor Of Information Technology** | Mount Kenya University, SEP 2021 –DEC 2024
- Certificate In Data Analysis (SPSS & Stata)** | KESAP Research Center, APRIL – JULY 2023
- Certificate In Computer Applications** | Strive & Excel College, JAN- MARCH 2022
- Certificate Of Secondary Education** | Kisumu Girls High School, JAN 2017- MARCH 2021