MERCY NASIMIYU WAFULA

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SUMMARY

A flexible and self-motivated individual, always looking for a challenging and learning opportunity, am an ardent team player who performs tasks diligently. Over the years, I have incorporated both my Information and Technology background to engage companies leading to effective research and analysis, data collection management, and effective client management.

EXPERIENCE

Freelance Virtual Assistant   **August 2024-Present**

ICT Assistant
NZOIA WATER   **March 2022 – July 2024,**
Webuye

• Carry out appropriate data backup and Data recovery and restore system in case of failure.
• Ensure all computers in the organization are networked and free of security risks.
• Enforce system security matrices and perform system integrity checks.
• Installing and configuring computer systems.
• Monitoring performance of ICT equipment
• Providing support for application systems
• Maintain system database
• Preparing monthly report while advising on emerging technologies and innovation based on industry
• Ensure office automation through approved appropriate technologies.
• Train staff on use of existing and any technologies introduced and assist them with computer problems.

Container Coordinator
Proto Energy   **June 2021 - February 2022, Busia**

• Overseeing all staffs adherence to standard operating procedures whilst at the container and raise any non-conformities to the respective Head of Department.
• Control movement of Fuel cards in out and safe keeping when not being used for refueling.
• Conduct a weekly audit of the Asset to ensure all accessories are in place and the assets general state is acceptable and no abnormalities sighted.
• Managing and supervising both permanent and casual loaders to ensure proper handling of inventory
• Stock management and inventory control both physically and system wise using pro recon app.
• Creating and routing of trucks for delivering of products to agents and customers
• Monitoring of Trucks through in house system pro recon app
• Conduct quality checks on data, complete simple analysis and ensure we only have high quality data coming in to be delivered to clients.

Shop Attendant
PROTO ENERGY LIMITED   **October 2020 - June 2021, Sibanga, Kenya**

• Conceived new digital marketing campaigns and directed a retail sales team to introduce Proto products in 7 towns.
• Serving customers and processing sales transactions.
• Restocked shelves, resolve customer complaints.
• Processing customer payments using the pro retail app.
• Maintaining an in-depth knowledge of shop items to provide advice and recommendations as needed.

Tutor
INTERNATIONAL SCHOOL   **January 2019 - May 2019**

• Training learners on the New U.S curriculum, computer formatting, software installations, computer repair and training learners on how to use a computer.
• Achieved targets daily hence increasing efficiency, productivity and profitability in the school.

ICT Attachée
NATIONAL SOCIAL SECURITY FUND(NSSF)   **September 2017 - December 2017, Kitale**

• Installation of computers and computer accessories.
• Applying operating system updates and configuration changes.
• Providing ICT solutions to various departments
• Networking
• Troubleshooting
• Customer care services.

ICT Attachée

COUNTY ASSEMBLY OF TRANSNZOIA   **January 2016 - March 2016, Kitale**

• Performing routine audit of systems and software
• Troubleshooting any reported problems.
• Ensuring that the network is up and running
• Teamwork and interpersonal skills
• Commercial awareness and customer focus.

Employee

LISNOR COMPUTER SERVICES   **January 2014 - December 2014, Kitale**

• Computer training.
• Software installations
• Typing, printing, lamination, binding, photocopy

EDUCATION

Diploma in Information Communication Technology

Kitale National Polytechnic • 2015-2018

Cybersecurity

CISCO • Dec 2024 – Jan 2025

• Cyber Threats & Risk Management | Network security fundamentals | Threat intelligence & mitigation | Encryption & authentication | Security policies & compliance | Incident response & ethical hacking basics

Digital Marketing

Udacity • December 2024 – Jan 2025

• **Marketing Strategies & Brand Growth** | Social media marketing | SEO & content marketing | Email marketing & automation | Paid advertising (Google & social ads) | Analytics & performance tracking | Customer engagement & lead generation

Internet Of things

ALX Kenya • October 2024 – December 2024

• IoT Fundamentals & Applications | Smart devices & connectivity | Sensor technology & data collection | IoT security & privacy | Cloud integration & edge computing | Real-world IoT solutions | Automation & AI in IoT

Founder Academy

ALX Kenya • October 2024 – November 2024

• Entrepreneurial Mindset & Leadership | Business model development | Market research & validation | Financial planning & fundraising | Growth strategies | Pitching & storytelling | Leveraging AI for business success

Virtual Assistant

ALX Kenya • August 2024 - October2024

• Administrative Support & Organization | Email & calendar management | Data entry & research | Customer support | Document preparation | Task automation with AI | Time management & productivity tools

Leadership and Core Business Skills

McKinsey Academy • November 2023 - April 2024

• Mindsets for Growth | Problem Solving | Communication for Impact | Data Analysis | Entrepreneurial Leadership | Creative Thinking | Developing Mindsets

Ai Career Essentials

ALX Kenya • May2024 - July 2024

• Ai and the future of work | Unlocking AI powers with prompting | Going above and beyond with your persona | Creating content with AI | AI Assistants | AI Powered Decision making |Turbo charging your business.

Cybersecurity

ICT Authority Of Kenya • April 2024 - May 2024

• Fundamentals of Cybersecurity | Threat identification & risk management | Network & data security | Cyber hygiene & best practices | Security compliance & regulations | Incident response & mitigation | Safeguarding digital assets.

SKILL

Customer Onboarding & Support | Virtual Assistance & Administrative Support | Cybersecurity & Data Protection | Digital Marketing & Branding | Internet of Things (IoT) & Smart Solutions | Leadership & Business Management | Technical Support & IT Troubleshooting | Data Management | Research & Report Writing | Organizational Skills | People Management | Task Automation & Productivity Tools.