

MY CURRICULUM VITAE

PERSONAL INFORMATION

NAME : Michael Otieno Oketch

DATE OF BIRTH: February 12 2002

NATIONALITY : Kenya

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POSTAL ADDRESS: P.O Box 3-01000 Nairobi

GENDER : Male

MARITAL STATUS: Single

CAREER OBJECTIVE

To attain position in your organization, where I can maximize my identified potentials as well as acquire skills and experience in technological, economic and financial fields.

EDUCATION BACKGROUND

SEPTEMBER 2020-DECEMBER 2023 : GRETSA UNIVERSITY-THIKA

Bachelor of Science in Computer Science

SECOND CLASS HONORS(LOWER DIVISION)

JANUARY 2020-MAY 2020 : SUMMIT INSTITUTE OF PROFESSIONALS

Certified Public Accountant

Foundation Level

JANUARY 2016-DECEMBER 2019: ORIWO BOYS HIGH SCHOOL

Kenya Certificate of Secondary Education

Mean Grade B(plain)

NOVEMBER 2015 : GENDIA ADVENTIST ACADEMY

Mean Grade B-

WORKING EXPERIENCE

MAY 2023-AUGUST 2023 : ATTACHMENT AT

METROPOL CREDIT REFERENCE BUREAU LIMITED (PENSION TOWERS)

- I. Assisted clients in resolving technical issues related to software and hardware, ensuring minimal disruption to their business operations for instance updating Zoiper Accounts a VoIP software and Smart collect.
- II. Played a key role in the development of comprehensive troubleshooting guidelines, leading to a 25% increase in the efficiency of the technical support team.
- III. Assisted Clients in resetting their domain passwords and Zimbra accounts
- IV. Maintained a high level of customer satisfaction by consistently providing timely and effective solutions to complex technical challenges.
- V. Provide expert technical support to clients, offering solutions to hardware and software issues, and addressing network and system-related concerns.
- VI. Basic IT support and manufacture of Ethernets.
- VII. Database Knowlegde with Mysql
- VIII. Website design, and Maintenance
- IX. Hardware Maintenance
- X. Knowledge in VM Ware virtualization.

JULY 2024 – NOVEMBER 2024 : CHARISMATA SACCO

DUTIES

- i. Assisting with data entry for various guarantor details
- ii. Assisting members with account-related questions
- iii. Assisting in the preparation of financial reports
- iv. Updating member contributions and loan repayments
- v. Helping staff with tech-related queries

SKILLS

Computer literate

Expertise in troubleshooting software and hardware issues.

Proficient in various ticketing systems and CRM software.

Ability to work efficiently in high-pressure environments.

Strong analytical and problem-solving skills.

Ability to work as a team, analyze the problem and come up with appropriate solution.

Effective time management skills.

Attention to detail.

Office and Windows Activation.

SOFT SKILLS

Ability to communicate effectively.

Ability to work as a team, analyze the problem and come up with appropriate solution.

Effective time management skills.

Attention to detail.

HOBBIES

Browsing over the internet

Coding

Computer Cryptography

Listening to music

REFEREES

Peter Siele,

Head of department,

School of Computing and informatics,

Gretsa University-Thika .

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Kelvin Nyakinda,

Network and System Admin,

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