M/M

MISHAEL MATENDE

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About

I am a driven IT Support professional with a proven track record, enhancing IT efficiency and customer satisfaction through streamlined support processes and effective team collaboration. Expert in web technologies including HTML5, CSS, and React.js, with a knack for rapid learning and adapting to new challenges. Demonstrates exceptional problem solving and communication skills, significantly reducing downtime and improving user experiences.

Education

Bachelor of Science: Information Security and Forensics

KCA University – Nairobi, Kenya

2021 / 05 – 2024 / 07

Certificate of Science: Full Stack Web Development

UDEMY - Remote

2023 / 08 – 2023 / 12

Diploma of Science: Information Technology

KCA University

2019 / 05 – 2020 /

Experience

IT Support

Kenya Broadcasting Corporation (KBC)/Nairobi, Kenya

2024-01 – 2024-03

- Collaborated with IT support to resolve technical issues quickly, minimizing downtime for the department.
- Monitored POS system functionality, reporting any issues to IT support for timely maintenance or repairs.
- Coordinated closely with IT support teams to resolve any hardware or software issues affecting contact center operations promptly.

IT Support

KCA University, Nairobi, Kenya

- Developed a streamlined process for managing IT support tickets, resulting in faster response times and higher customer satisfaction rates.
- Improved IT support efficiency, creating detailed documentation for common issues and solutions.
- Proven ability to learn quickly and adapt to new situations.
- Participated in team projects, demonstrating an ability to work collaboratively and effectively.

Skills

- HTML / HTML5
- CSS / Tailwind CSS / Bootsrap
- JavaScript / Node.js
- React.js
- Git Proficiency
- Restful APIs
- Code Debugging
- Web Design
- Website responsiveness

Contact

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https://mishaeldev.netlify.app/

Referees

Academic Referee:

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Professional Referee:

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Character Referee:

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